**Webex service upgrade.**

Your Webex service will be upgraded on date to a new version that will provide you with a better user experience.

**What's new?**

**Immersive Sharing** creates a more personal and engaging experience while presenting by immersing your video directly into your shared screen or application.

**Simultaneous interpretation** removes communication barriers for attendees. Multiple language channels can be created and when participants join, they can select the appropriate audio channel and hear their selected language.

**Video layout enhancements** can be added to the stage with this release, including the ability to see more videos in the filmstrip, the ability to move a user from the Participant panel to the stage and increasing the number of additional participants.

**Webex Events (new) feature** enables the Webex Events service with a video-centric, intelligent, and simple to use experience. Use Webex Events (new) to engage your audience through powerful, interactive online events and webinars.

**Slido integration in Webex Events (new)** is now available for webinar mode in Webex Events (New)helps users to get the most out of meetings by bridging the gap between speakers and their audiences with enhanced Q&A and polling functionality.

**Branding and customization in Webex Events (new)** enables the host to change the color theme, logo, background, or speaker profiles on the attendee landing and registration page for a webinar or webcast.

**Webex Embedded apps framework** lets you integrate your existing web applications into Webex Meetings and spaces and can run across multiple platforms, including Windows, Mac, iOS, Android, and any popular web browser. For more information, see Cisco’s article on Embedded apps in Webex and Use apps in Webex Meetings and Webex Events (new). This feature is not available for Webex for Government.

**What you need to do.**

During the upgrade, you may be prompted to undertake a few simple actions.

If prompted, please follow the instructions on your screen to complete the upgrade.

If you don't get prompted, this upgrade will happen automatically. Any Webex meetings you scheduled prior to this upgrade will launch and operate as normal.

**Need support?**

Contact your IT Manager.