

# Cisco WebEx Web Conferencing

## FR23 Release Overview



### Australia

1800 468 225  
+61 2 8295 9000

### Hong Kong

800 901 603  
+852 3073 0418

### India

1800 3010 5500

### Japan

0120 941 635  
+81 34580 7805

### Korea

0079 8612 1104

### Malaysia

1800 801 191

### Singapore

1800 468 2255  
+65 6468 2255

### China

4006309039 (mobile)  
8008700311 (landline)

### All Other Countries

+65 6468 2255

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AAP/EOE

## Cisco WebEx Meeting Center

### SHARING STREAMED MEDIA FILES

The process of sharing media files in a WebEx meeting has been improved. Media files such as WMV, AVI and Flash can now be shared in real time and both the presenter and attendees will be fully synchronised when viewing the file. Presenters will not need to wait for the entire video file to be uploaded and sharing will start almost immediately. There is no dependency on the attendee in terms of software or hardware. Video will be shared in the WebEx player.

### ACCESSIBILITY

This release includes new keyboard accessibility enhancements for attendees on Windows.

### IMPROVED SEARCHING FOR MY WEBEX AND SCHEDULER

The search My WebEx Contacts functionality in “My WebEx” and the “Meeting Center Scheduler” has been improved. For searches with >100 results, the user will now be given an option to refine the search.

### HIGH-QUALITY VIDEO ENHANCEMENTS

Improvements to the video quality and an optimised meeting experience in Full-Screen video mode:

- + In meetings where there are only two participants, no thumbnails will be displayed.
- + Users who are sharing video will always be shown as the first thumbnails displayed.

Active Speaker functionality will now also switch to voice only users who are not sharing video. A gray silhouette with the users name will be displayed in active speaker window to indicate who is talking.

### ANYONE CAN SHARE

Meeting Center hosts now have the ability to allow the first attendee who joins a meeting to become the presenter. They can start sharing before the host joins the meeting. The first attendee does not need to have a host account on the site.

### AUDIO ENHANCEMENTS

Introduction of visual country flag icons to make searching easier. The last 5 countries are automatically stored in memory.

Improved usability for VoIP with an added microphone source detection so WebEx will detect when you change your microphone.

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## Cisco WebEx Event Center

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### ALTERNATE HOST CAPABILITY

Event Center hosts now have the ability to designate one or more attendees or panelists as alternate hosts. All alternate hosts must have user accounts on the WebEx site where event will be held. Alternate hosts can start an event and act as the host. However, an alternate host cannot edit or delete the event or approve registrations. Relevant event reports will only be available for the original host. If the original host starts the event, the Alternate hosts will join as panelists.

## Cisco WebEx Support Center

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### ANNOTATION ENHANCEMENTS

When using annotation tools in Application Sharing/Desktop Sharing mode, Customer Support Representatives (CSR's) can now allow their customers the use of computer mouse and keyboard to fill out forms, edit documents, etc. A CSR can either enable Annotation for both CSR's and customers, or limit it to CSR's only.

## All Centers

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### BROWSER AND MICROSOFT OFFICE SUPPORT

Support for Google Chrome 7 on Windows and Mac platforms

Microsoft Office 2010 support:

- + Support for 64-bit Microsoft Office 2010 using WebEx Productivity Tools
- + Support for sharing 32-bit and 64-bit Microsoft Office PowerPoint in any WebEx meeting

The Mac PowerPC platform will no longer be supported for users to join a WebEx meeting.

**NOTE:** Features may be available in selected countries only, please contact your Local InterCall Account Manager for more information on the features that are available to you.