

NEW RELEASE OVERVIEW

Cisco WebEx

What's New in Feature Release 29

Below you will find an overview of Cisco WebEx Web Conferencing enhancements and upgrades included in Feature Release 29.

Cisco WebEx Meeting Center

Accessibility

Section 508 of the U.S. Rehabilitation Act defines requirements for product accessibility.

Included in this release:

- **Keyboard Accessibility:** Additional enhancements have been made in the WebEx Meeting Center client for Microsoft® Windows to provide keyboard accessibility
- **Screen Reader Support:** Partial support for has been added with the JAWS screen reader: a software application used by visually impaired people to interpret the content of a screen.

High Quality Video Enhancements

Improved video experience:

- Codec enhanced to improve error resiliency, network adaption and congestion control
- New full screen video button for full screen sharing mode.

High Definition Video

WebEx Meeting Center now offers a 720p high definition video experience with Active Speaker switching and a new expanded full-screen mode. Additional enhancements include self-view video in application sharing mode, which makes it easy to start and stop your video while applications are being shared.

For network and IT administrators, there's a new audio/video statistics option to help gather network data and troubleshoot potential end-point problems (available for Microsoft Windows platform only).

Localization

WebEx Meeting Center has been localized for Mac OS® to match the user experience of the Microsoft Windows platform. Localization is available for the following nine languages:

- Simplified Chinese
- Traditional Chinese

- Japanese
- Korean
- French
- German
- Italian
- Brazilian Portuguese
- Spanish (LAS)

Note: Swedish, Russian, Dutch and European Spanish are currently not supported on the Mac® platform. Network-based recording (NBR) and Productivity Tools are currently not localized for Mac OS.

Cisco WebEx Support Center

High Quality Video

Improvements to the video quality:

- Higher resolution (up to 360p)
- Two point video
- Supported on PCs

Focus on Customer Service

A new option for the site admin has been introduced to hide the following “technical support” centric features, broadening the use of WebEx Support Center for customer service:

- System information
- Custom scripts
- Reboot customer computer
- Log on as a different user

Note: The option to enable or disable the technical support features has been added to the WebACD Queue. All technical support features are enabled by default. When the technical support features are disabled, the service representative is no longer able to see the “customer computer” menu option, but the following core features remain available:

- High-quality video
- Chat and chat phrase library
- Application and desktop sharing
- WebACD queue capabilities (transfer and conference)
- Network-based recording
- Session Notes

Cisco WebEx Training Center

High Quality Video

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

- Higher resolution (up to 360p)
- Active speaker switching
- Lock video on presenter or participant
- Full screen video mode
- Shows up to six thumbnail videos

Video Usability Enhancements

Improvements to the video experience have been introduced that make it easier for attendees to share and control their video when in full-screen video mode.

- Easily send or stop self-view video
- Minimize self-view video and restore it
- If muted, unmute yourself from the self-view video window
- Expand the Active Speaker window to full-screen size and hide the video thumbnails underneath
- Double click on Active Speaker video window to switch between views

Simplified User Interface

Training Center now features a more streamlined, modern user interface:

- The Quick Start area now has one click share, remind and invite and audio conferencing along with a simple record button.
- Quick response icons: hand raising, yes/no, go faster/slower, and emoticons have been modernized.
- New floating icon tray

OS and Browser Support

The On-demand module, offered as an option with WebEx Training Center, now supports most of the latest OS/Browser platforms, including:

- Windows 7
- Internet Explorer® 8 and 9
- Mac OS 10.5/10.6
- Safari® 4/5

Cisco WebEx Event Center

Simplified User Interface

Event Center now features a more streamlined, modern user interface:

- The Quick Start area now has one click share, remind and invite and audio conferencing along with a simple record button.
- New floating icon tray

High Quality Video

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

- Up to 5 **panelist** windows
- Higher resolution (up to 360p)
- Active speaker switching
- Lock video on the active speaker or a specific panelist
- Full screen video mode
- Video is a privilege for panelists, controlled by the host

All Centers

Additional Language Support

Support for European Spanish, Dutch and Russian

New Browser Support

Support added for:

- Google Chrome™ 9 on Windows and Mac
- Mozilla Firefox 4.0 64-bit on Mac
- Internet Explorer 9 on Windows 7

Additional Platform Support

All WebEx services now support Mac OS X 10.7 (Lion)