

Lumen® Hosted VoIP with Webex

Enhanced meetings in spaces (November 2023)

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November 2023 enhancements

Overview

Enhancing **space** meetings to align with the **scheduled** meeting experience

Webex implemented an upgrade in November 2023 to align the space meeting experience with the scheduled meeting experience. The meeting enhancements:

- Allow the meeting host package to determine the meeting capabilities.
 - Before this enhancement, your experience in a space meeting was tied to the user who created the space (known as the meeting sponsor).
 - After this enhancement, your experience will be tied to the person who scheduled the meeting (known as the meeting host)..
- Allow multiple space meetings to occur at the same time, in the same space.
 - Before this release, the space meeting ID and URL were static allowing only one meeting at a time.
 - After this release, the meeting ID and URL will become dynamic, allowing multiple meetings to take place concurrently.
- Add feature functionality that already exists in scheduled meetings like reactions, record meetings and more.

New for Basic Collaboration: Personal meeting room (PMR)

All Webex collaboration packages (Basic, Standard, Premium) include space meetings. Standard and Premium also include a PMR.

With this enhancement, Basic users now have their own PMR giving them the ability to schedule both space and scheduled meetings.

- Maximum quantity of participants in each meeting room will be 100. (Before the enhancement, the PMR did not exist and space meetings were limited to 25 participants).
- Maximum meeting duration in each meeting room will be 40 minutes.

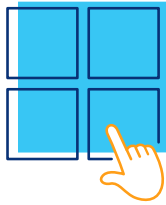
See the section **Basic Collaboration users** for more details.

Benefits

Allows for easier collaboration with a more enhanced and consistent feature set for all your meetings.



Extra Security
(via Auto Admit)



Feature rich meetings



Consistent experience
across all your
meetings



Ease of join for
invitees



Simultaneous
meetings in a space

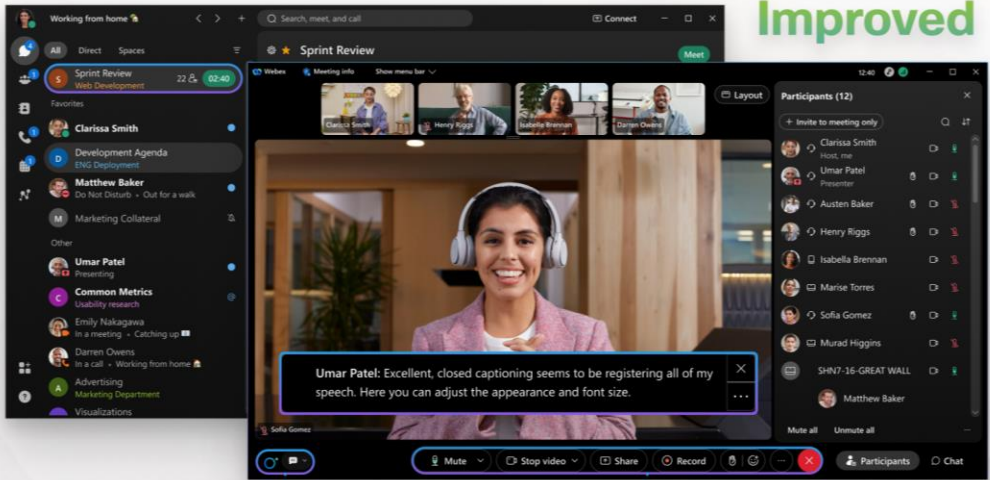
Benefits

New richer experience

Classic



Improved



Webex Assistant

Closed captions

Raise hand

Reactions

Classic refers to the features associated to space meetings prior to the enhancements that took place in November 2023.

Space meetings: New capabilities

Capability	Space meetings: Classic	Space meetings: Enhanced
Meeting capabilities	Tied to user who created the space (meeting sponsor).	Tied to user who schedules the meeting (meeting host).
Meeting ID and URL	Static – One meeting at a time. (URL includes /m.)	Dynamic – Multiple meetings at a time. (URL includes /MTID.)
Hosts	Everyone in the space is a host.	Only people internal to the organization can be a host.
Co-hosts	Everyone in the space is a co-host.	People internal to the organization are automatically made co-hosts during scheduling. They just need an account with host privileges on the site where the meeting is scheduled from.
Scheduling	<p>Anyone in the space can schedule a meeting.</p> <p>When you schedule a meeting, anyone in the space, whether they're invited or not, can join automatically.</p>	<p>Only people internal to the organization can schedule a meeting.</p> <p>When you schedule a meeting, only the people you've invited can join automatically. Uninvited members of the space must wait in the lobby. You can choose whether to admit them.</p>
Meeting scheduler	<p>Desktop – Choose the in-app scheduler or third-party calendar app, i.e., Microsoft Outlook or Google Calendar.</p> <p>Mobile – Copy/paste the meeting information into a third-party calendar.</p>	<p>Desktop – No change</p> <p>Mobile – Use the in-app scheduler.</p>
Instant meetings	Anyone in the space can use the meet button.	Only people internal to the organization can use the meet button.
Record	Anyone in the space can record.	Host and co-host can record.

For a complete list of all space meeting features, visit [Webex App | Improved meetings associated with a space](#).

Space meetings: New capabilities by package type

Capability	Basic Collaboration	Standard & Premium Collaboration
Meeting length	40-minute duration limit	No change
PMR (personal meeting room)	Added	No change
# of participants in Space Meetings (Same as PMR meeting capacity)	Increased to 100	Standard – No change (100) Premium – Increased to 1000
Mute on entry	Added	Added
Floor control (mute one/all, expel)	Added	Added
Webex Assistant	N/A	Added (Premium only)
Closed captions	N/A	Added (Premium only)
Raise hand	Added	Added
Reactions	Added	Added
Breakout sessions	Added	Added
Local recording	Added	No change
Co-host recording	Added	Added
Lock room	Added	Added
Embedded apps	Added	Added

Meetings in a Space

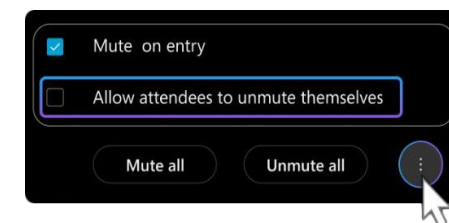
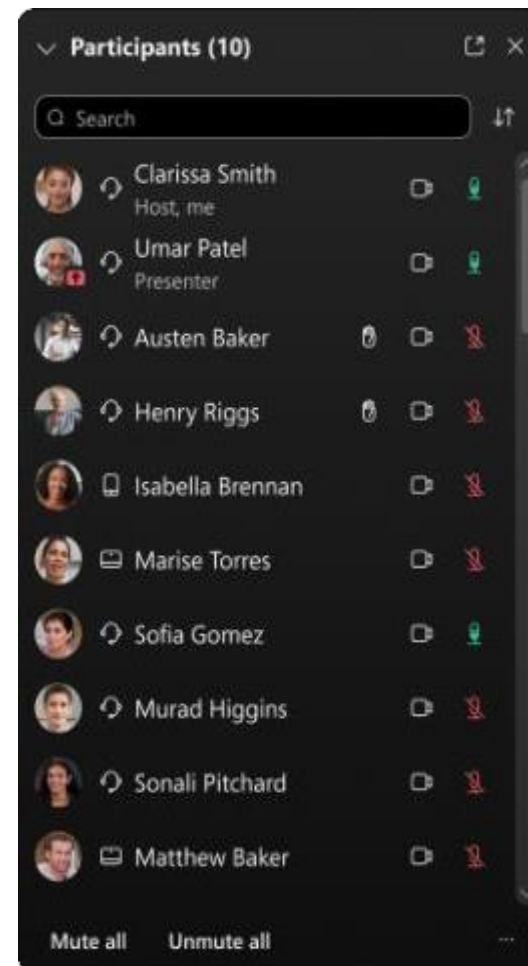
Meeting controls

Controlling participant mute

If you're the meeting host or co-host, you have options to help you moderate your meeting. You can mute individuals or everyone at once, prevent participants from unmuting themselves, and mute participants automatically when they join.

- By default, Meetings participants are allowed to mute and unmute themselves freely.
- Hosts and co-hosts can control participants mute options during scheduling or via the participant panel during a meeting.
 - Mute on entry
 - Allow attendees to unmute themselves
- Moderated unmute mode allows hosts and co-hosts to unmute participants and SIP-based video devices directly instead of prompting users to unmute themselves (must be enabled by an Administrator).

Basic	Standard	Premium
✓	✓	✓



Meeting controls

Recording

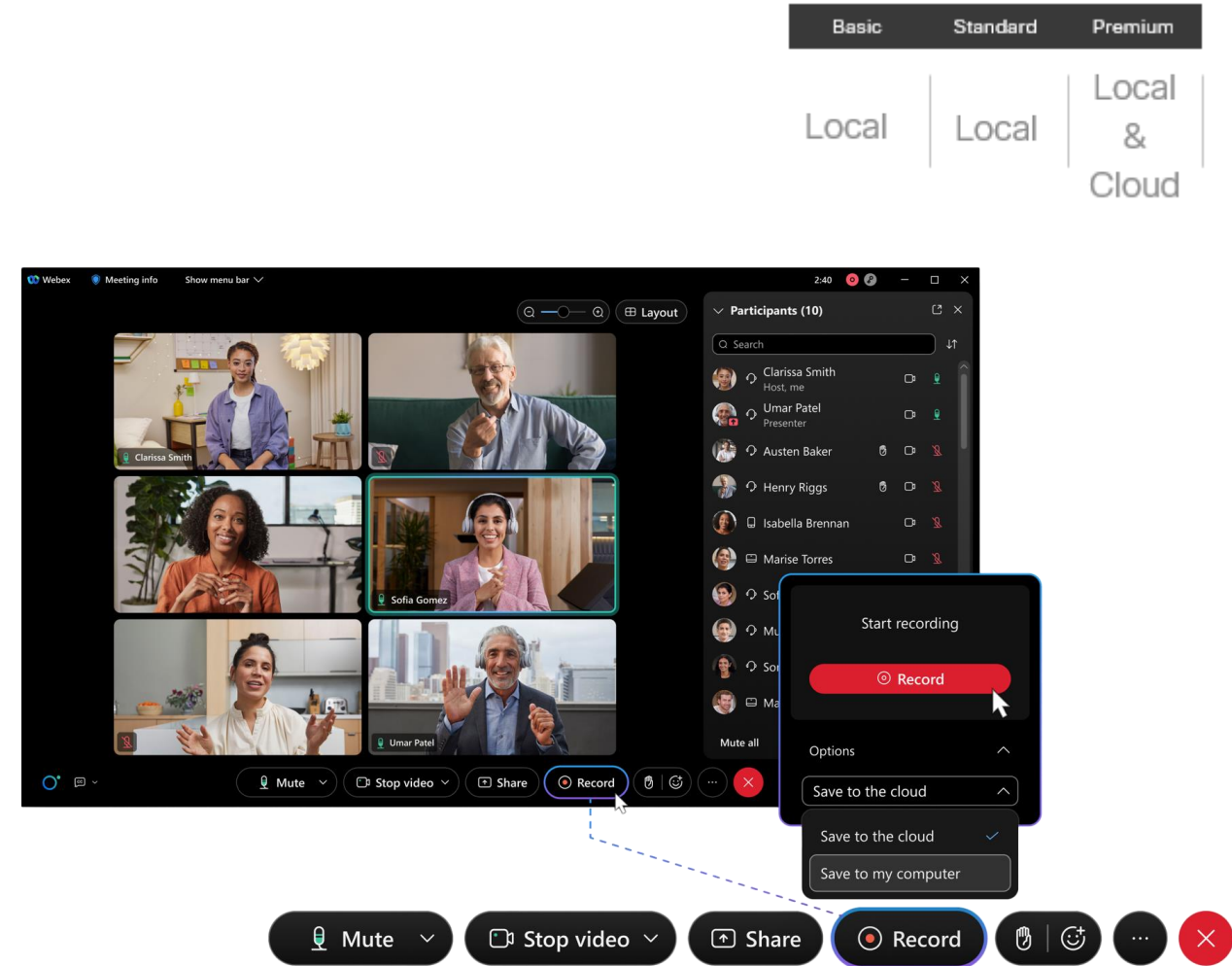
Record meetings for people who cannot attend or as a reference for what was discussed. Your recordings can either be saved to the cloud or your computer as a local recording.

Where meeting recordings are stored is package based.

Recording notification:

- Red glowing button in all participant screens.
- In-audio voiceover indication (“Your meeting is being recorded”) sent to all attendees.

Once a meeting is being recorded, use the **pause** or **stop** buttons.



Meeting controls

Webex Assistant

The industry's first digital in-meeting assistant.

Voice commands

Easily interact with Webex Assistant using your voice.

More accessible workplace

Real-time transcription and closed captioning.

More focused meetings

Automatically capture meeting notes and highlights with voice commands or trigger words.

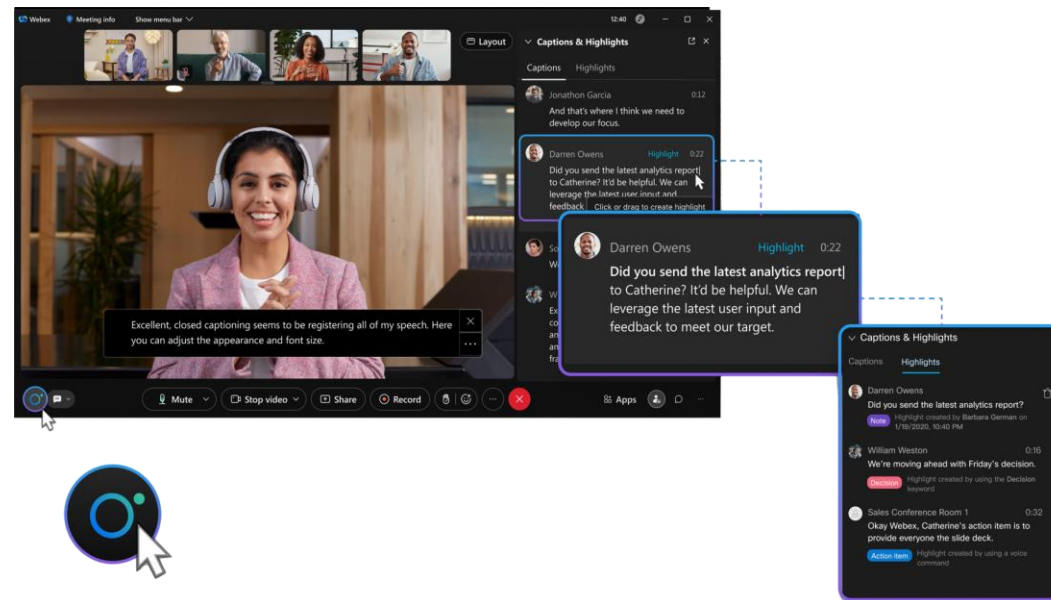
Never miss a detail

Get recording transcript with speaker labeling.

Getting it done post meeting

Edit your highlights and transcripts, share with your team, and keyword search across your meetings.

Basic	Standard	Premium
×	×	✓



Meeting controls

Closed caption

Turn on automated closed captions to make your meetings more accessible.

As people speak, what they say appears above the meeting or webinar controls.

- To show captions, click the **show closed captions** icon in the lower left of the screen.
- To show more or fewer lines of text at a time, resize the closed captions box. Point to any edge of the box and drag the resize handle. To return the box to its original size and position, click the **more** icon > **back to default position and size**.
- Available for English, Spanish, German, French and Italian spoken languages.

Basic	Standard	Premium
×	×	✓



Interactions

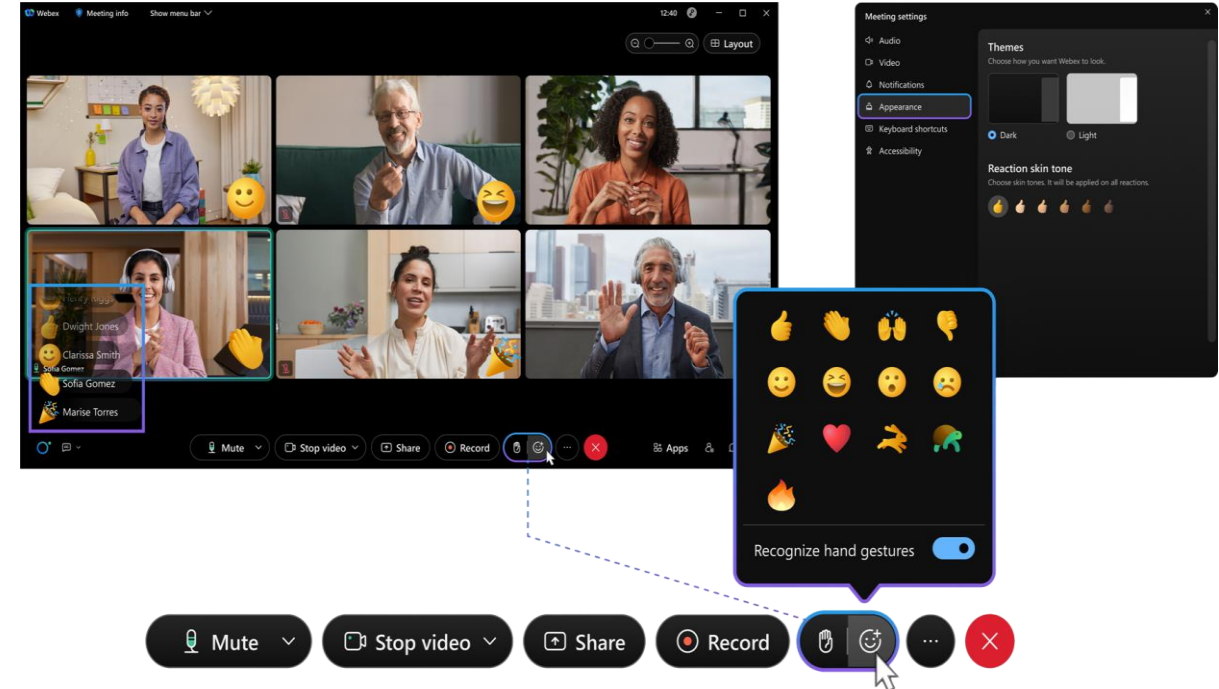
Reactions

Animated reactions let participants express themselves without saying anything.

Cheer on the speaker with the clapping-hands reaction or appreciate a joke with the ha-ha reaction.

As a presenter, you can get a sense of the audience's response by asking participants to give a quick thumbs up or thumbs down.

1. In the meeting or webinar controls at the bottom of the window, click the icon.
2. Click an emoji to use it as a reaction.



Interactions

Hand gestures

Gesture controls allow you to use reactions without having to select them from the **reactions** menu.

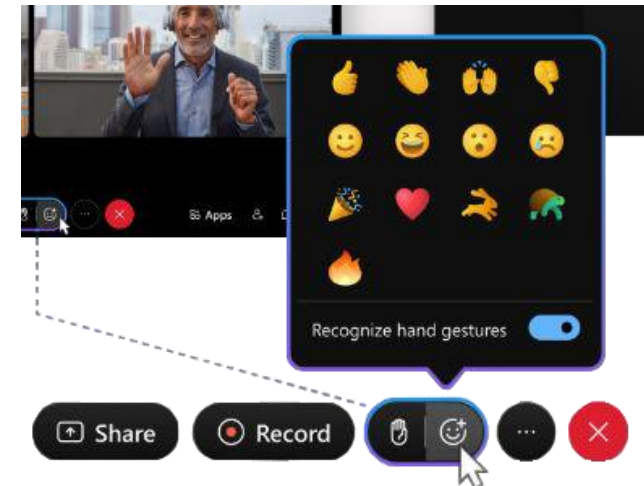
Get the meeting host's attention by physically raising your hand or encourage the speaker by giving them a thumbs up.

Once Webex recognizes your gesture, it's shared with everyone in the meeting.

Hand gestures recognized by Webex:

- Raise hand
- Thumbs up
- Thumbs down
- Clapping hands

Basic	Standard	Premium
✓	✓	✓



Interactions

Breakout sessions

Basic

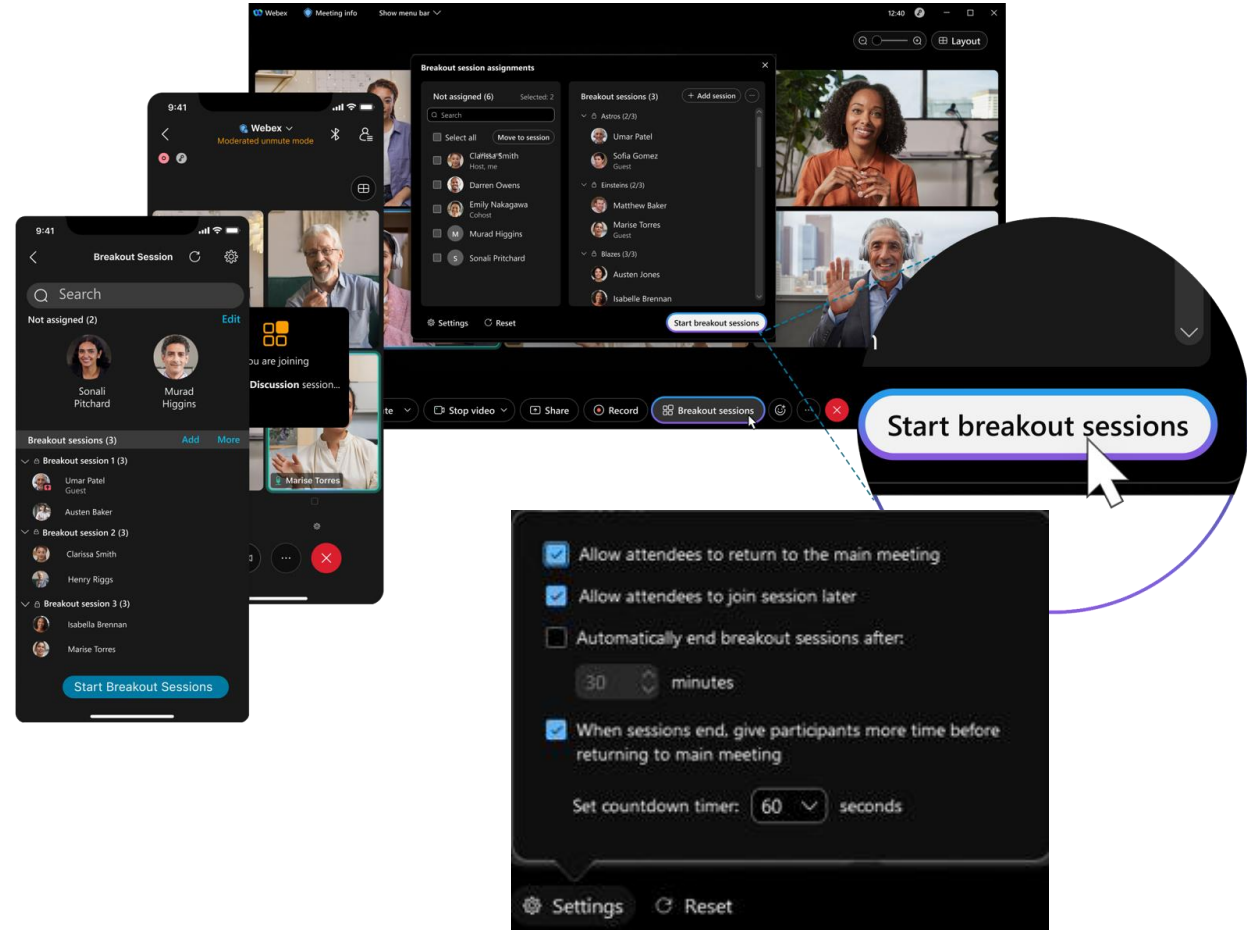
Standard

Premium



Capabilities include

- Preassign participants to breakout sessions.
- Determine the number of participants in breakout sessions.
- Assign participants automatically, manually, or let them choose any session.
- Control how and when participants are allowed to return to the main session.
- Move, exchange or remove participants from breakout sessions.
- End breakout sessions.



Interactions

Live polling and Q&A via Slido

Taking meeting engagement to the next level, Slido is now part of Webex.

Slido is an easy-to-use audience engagement tool that helps people to get the most out of meetings by bridging the gap between speakers and their audiences.

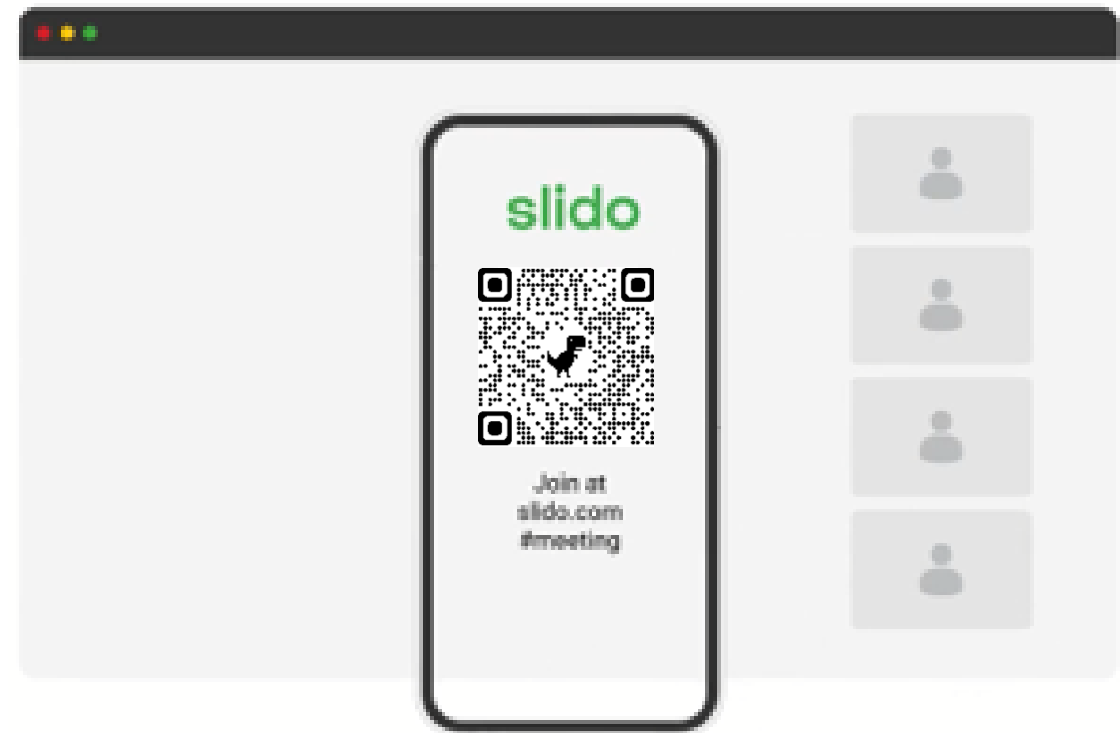
Live polls

Turn your one-way presentations into engaging conversations with live polls, word clouds or surveys. Ask what people think or how they feel and get their feedback in real time.

Quizzes

Bring a bit of fun to your meetings or training sessions. Create a live quiz or trivia game and test people's knowledge in an interactive way.

Basic	Standard	Premium
✓	✓	✓



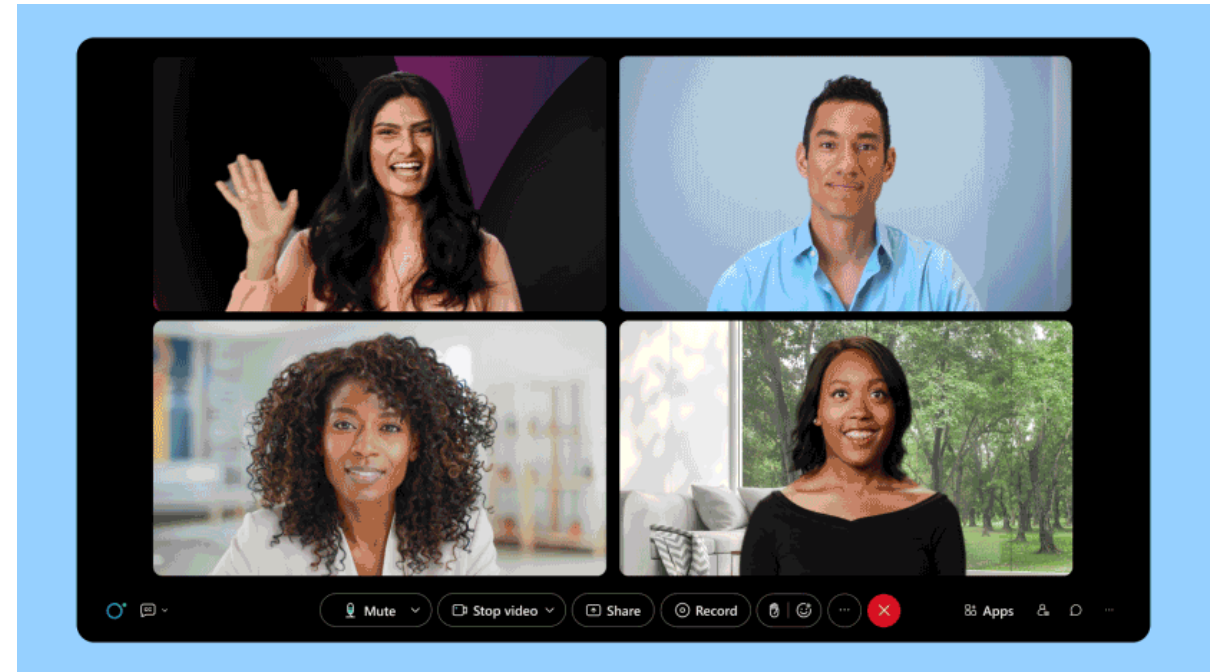
Interactions

Whiteboard

In a meeting, anyone can start a whiteboard and begin two-way collaboration across some video system devices and Webex App participants, on an infinite canvas.

- 📍 Pointer/Selector tool
- 📏 Drag/Move
- 🖋️ Pen tool
- 🖌️ Magic pen
- 🧽 Eraser
- 📌 Stickies
- 📄 Text
- 📐 Shapes

Basic	Standard	Premium
✓	✓	✓



Basic Collaboration users

Meeting duration for Basic Collaboration

New meeting duration

- The maximum duration of a meeting for Basic Collaboration users is 40 minutes.
 - This applies to **space** meetings and **scheduled** meetings.
- The 40-minute timer will start when the meeting host joins the meeting.
 - The host will want to join the meeting as close as possible to the scheduled start time.
- The meeting host can schedule the meeting longer than an hour; however, Webex will end the meeting after 40 minutes.
- All participants will see a notification when they join the meeting indicating the meeting duration is 40 minutes.
- All participants will receive a notification when there are 5 minutes left in the meeting.
- If the meeting reaches its 40-minute limit, it will automatically end; all participants will receive a notification that the meeting has ended.

Notifications for Basic Collaboration meetings

Host scheduling

For users with the Webex Basic Collaboration package, the maximum meeting duration is 40 minutes.

- You will be able to schedule a meeting for longer than 40 minutes on your calendar.
- If you are using the Webex Scheduler, you will get a notification reminding you, “Your Basic plan only supports meetings up to 40 minutes.”

Set a new status + Search, meet, and call

< Schedule a meeting

Topic
Shan's Meeting

Date and time
09/20/2022 11:00 AM - 13:00 AM 09/20/2022

Your Basic plan only supports meetings up to 40 minutes. Need to have longer meetings? Contact your administrator.

(UTC+08:00) Beijing, Chongqing, Hongkong

Meeting link
☒ Generate a one-time meeting link
☐ Use my Personal Room link
http://go.webex.com/meet/shan

Password
cFV9PsBu48

Description

Schedule Cancel

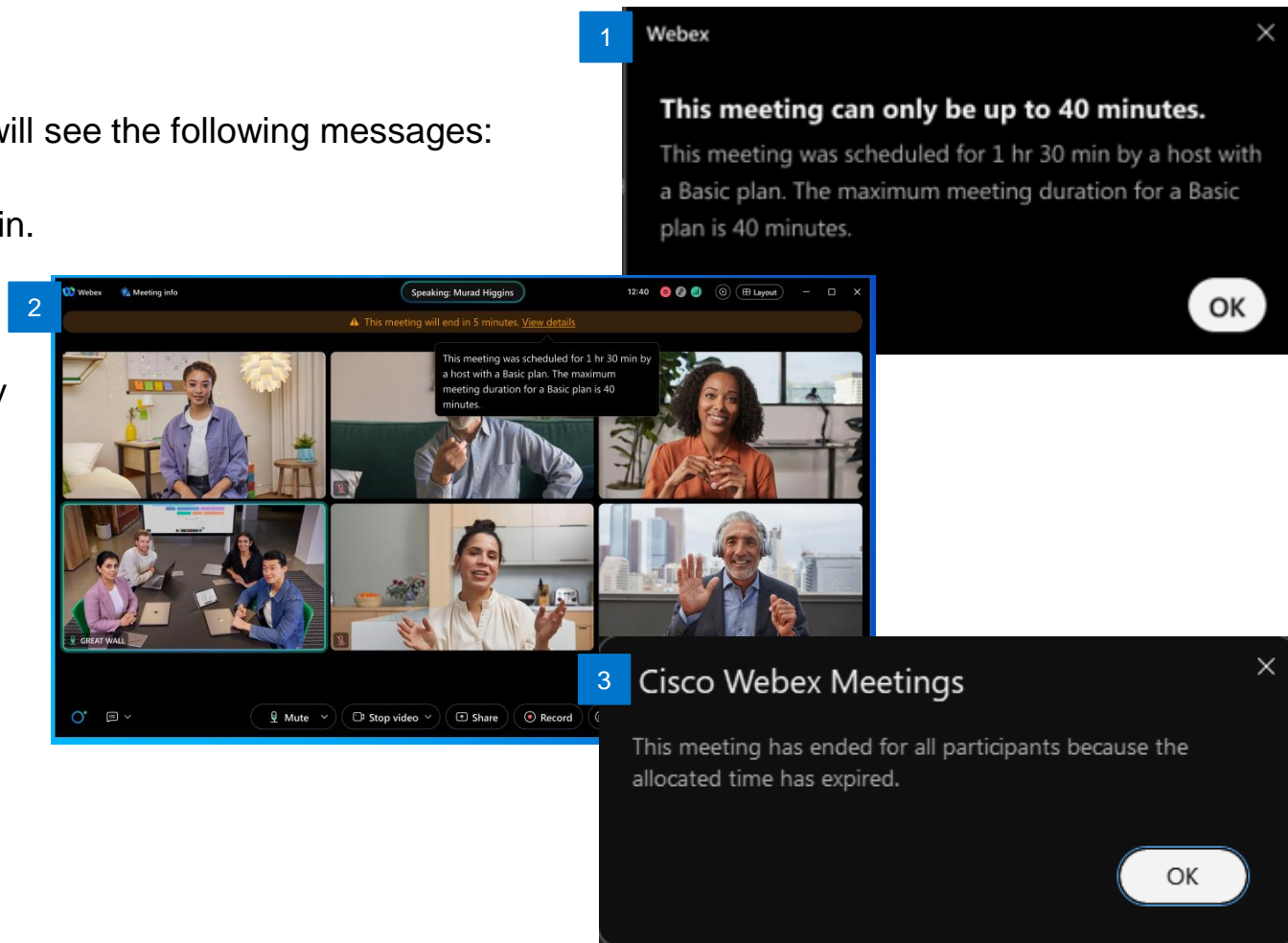
Notification for desktop users became available with the November 2023 upgrade.
Notification for mobile devices will be available by the end of 2023.

Notifications for Basic Collaboration meetings

Meeting attendees

If you have a Webex Basic Collaboration package, attendees will see the following messages:

1. All participants will see the meeting time limit when they join.
2. All participants will see a 5-minute warning message 35 minutes into the meeting.
3. When the meeting reaches 40 minutes, it will automatically end showing all participants a meeting end notification.



Notification for desktop users became available with the November 2023 upgrade.
Notification for mobile devices will be available by the end of 2023.

FAQs

FAQs

Q: Do Basic meetings allow guests?

A: Yes, basic meetings allow guests, even in spaces. Guests can be added to an invite and will be able to join the meeting but will not be added to the space.

Q: Will Basic meetings have a dial in?

A: No, basic meetings are VoIP only and do not offer a dial in option.

Q: Will Basic users have true PMR (personal meeting room) now?

A: Yes, they will have a personal meeting room where they can host meetings outside of spaces.

Q: What are the participant limits?

A: Participant limits for space meetings are the same as those for regular meetings based on a user's package. Basic 100, Standard 100, Premium 1000.

Q: Is screensharing and whiteboarding still supported for Basic users?

A: Yes, they will retain all the functionality currently available. We have just highlighted the new capabilities in this presentation.

Q: Will we still be able to start a space meeting ad-hoc, by pressing the meet button?

A: Yes, both internal and external participants can start ad-hoc meetings.

FAQs

Q: Will content still be associated to the space the way it today?

A: If a Premium user is internal to your organization and does a cloud recording, the recording will be saved to the space.

If a meeting is hosted by an external participant, the recording will be saved on the host's site. They will need to manually share in the space.

Chat will work the same. Chat that takes place in the meeting will not appear in the space chat. You can still use chat in the space during a meeting, though. To encourage the use of space chat, the host can turn chat off in the meeting.

Q: If the space sponsor left the space, another sponsor was randomly selected. Will this change after the enhancement?

A: No. The **space sponsor** is the person who creates the space. If the sponsor leaves the space, another sponsor is randomly selected.

What will change is how the space meeting feature functionality and capabilities are assigned.

Before the enhancement, space meeting features/capabilities were dictated by the space sponsor. After the enhancement, those will come from the **meeting host** (person who starts or schedules the meeting).

Q: Does this change require a new version of the app?

A: No, users will automatically be updated.

Resources

To learn more about Webex packages and how to upgrade, contact your sales representative or customer care at 877-453-8353.

Administrator portal support

Your Hosted VoIP service includes access to a self-service portal. If you are the administrator of that portal and have questions about the portal, lumen offers a Help Desk to assist you.

You can contact them in three ways:

1. Click **Chat with an Expert** from any page in the portal to start a live chat.
2. Call 844.88LUMEN (844.885.8636)
3. Email MACDesk@lumen.com

Help Desk hours are Monday – Friday from 8am to 7pm ET.