Webex Meetings to Webex app frequently asked questions

General

What is the unified app (Webex app)?

- ▪ "Webex" app is the new name for "Webex Teams". The Webex app will allow our customers to install one application that provides one framework to access Cisco Webex services – it is our unified app. It gives users access to rich messaging, advanced calling and advanced meeting capabilities. With the Webex app, users get the full featured in-meeting experience they had in Webex Meetings and gives them one place for all of their work.

What other changes will my users see once they upgrade from the Webex Meetings desktop application to the Webex app?

- • Users will now have access to more than just meetings. They have a full suite of collaboration at their fingertips, which includes meetings, messaging, and calling. The application also allows users to wirelessly pair and share with Cisco video devices, share files, whiteboard, and more.

What changes for mobile users?

- • The single Webex experience will first be delivered for our desktop application. We recommend mobile users download the Webex mobile app in addition to their Webex Meetings mobile app. This gives them access to messaging and other great features on the go. If a user clicks to join meetings from the Webex mobile app, it will automatically launch Webex Meetings. Over time, users will be able to remove the Webex Meetings mobile app as features are added to Webex mobile app.

Will anything change for our users that have downloaded Productivity Tools or the Office365 plugin?

- • Users can continue to schedule meetings using their existing Productivity Tools or Office365 plugin.

Licensing

How does upgrading from Webex Meetings to Webex app affect my licensing?

- • Most customers, with a few exceptions, require no change to their licensing because your users are already entitled to messaging, calling, and meetings. If you have additional concerns, work with your account manager to ensure you have all the information you need.

Deployment

Are there any minimum requirements we need to meet?

- • Yes. Your site must meet the following requirements:
  - o Your Webex Meetings site requires version 40.12.
  - o You cannot be on lockdown or slow channel.
  - o For system requirements, visit our Webex Help article.

What is the size of the upgrade file?

- The first install of the Webex app will be approximately 120 MB for Mac and 150 MB for Windows. Monthly updates to the application will be much smaller in size.

What if I want to update my Jabber users at the same time?

- It's possible! Customers that would like to upgrade their Jabber users to Webex can leverage our Jabber resources and upgrade guidance. To meet the expectations of this pilot, we ask that you still test the Meetings upgrade according to the timeline provided. Your deployment timeline may be adjusted as needed.

Can I integrate my calling into the Webex app?

- Of course! We encourage it. For customers with paid calling solutions, like Webex Cloud Calling or CUCM Calling, follow our Webex help article to deploy calling in Webex. Webex includes a free calling option.

I do not want my end users to receive activation emails as they are added to Control Hub, can I turn this feature off?

Cisco Webex sends automated emails to new users when licenses are assigned to them in Control Hub. But, if the organization has enabled SSO, admin can suppress the automated emails so that the org can use its own communications instead. If you'd wish to suppress these automated emails, read our Webex Help article.