



WebEx Collaboration Meeting Rooms (WebEx CMR)

Duke Knowledge Base article - <http://tinyurl.com/ybybrguv>

What is WebEx CMR?

- WebEx CMR adds the following two features to WebEx Meeting Center
 1. WebEx recordings are done using the MP4 format
 - More info about WebEx CMR recordings can be found here
 - <https://help.webex.com/docs/DOC-7881>
 2. Video conferencing endpoints can call into WebEx meetings
 - WebEx users will have a dedicated address for video conferencing systems to connect to their Personal Meeting Room or any scheduled meetings
 - With WebEx CMR participants can now join from anywhere, using computers, mobile devices, and video conferencing applications and endpoints.
 - WebEx CMR supports up to a total of 1,025 participants
 - Up to 25 video endpoints
 - 500 video-enabled mobile and desktop users
 - 500 audio-only users can also attend
- More information about Cisco's WebEx CMR can be found here
 - <https://help.webex.com/docs/DOC-1122>
- Please note, added WebEx CMR functionality is only for WebEx Meeting Center (does not work with Support Center and Training Center)

Is there a cost for WebEx CMR?

- WebEx CMR is being provided by an enterprise license agreement between Cisco and Duke. There are no additional user costs for Duke University and Duke Medicine staff/faculty.

How do I get WebEx CMR?

- All new WebEx accounts starting July 20th, 2017 will have CMR activated on their accounts automatically.
- All existing WebEx users will have CMR activated on their accounts automatically at the end of August 2017.
 - If you would like CMR before then, submit a ticket via the OIT Service Desk requesting CMR to be activated on an existing account/s (specify NetID/s)
 - OIT Service Desk <https://oit.duke.edu/help>

Are there any limitations with using WebEx CMR?

- Known Issues and Limitations for WebEx CMR (WBS30)
 - <https://help.webex.com/docs/DOC-4658>