



# SmartUC with Webex Feature Matrix

STARHUB BUSINESS

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## Overview

With SmartUC with Webex, organisations can give their end users the ability to make and answer calls on any device, including desktop, mobile, and tablets with the Webex app.

Enjoy the flexibility to deploy a variety of user configurations starting with a basic telephony user to an advanced collaboration user with the ability to host up to 1,000-person meetings.

Everyone can have exactly what they need and add on Standard and Premium Value-Added Services (VASes) whenever the need arises, at any time, with a simple click.

### BASIC

#### SmartUC calling + messaging in Webex

Your users can use all of the softphone functions as instant messaging and presence (IM&P) features including direct and group messaging, Spaces, message persistence, screen sharing, files sharing, host 25-person space meetings, and more.

### STANDARD

#### SmartUC calling + messaging + 100-person meetings in Webex

Your users can use all of the functions described above (calling and messaging) and host up to a 100-person voice and video conference. Plus, your users can enjoy a personal meeting room, dedicated only to them with their own conference bridge.

### PREMIUM

#### SmartUC calling + messaging + meeting recording + 1,000-person meetings in Webex

When your users need enhanced meeting features such as meeting recording, remote desktop control, presenter controls, and recording transcription services, upgrade your users to the Premium package. They will enjoy all the features that come with the standard package plus the enhanced meeting features for up to a 1,000-person meeting.

# SMARTUC WITH WEBEX

## Feature Matrix by Package

	SmartUC with Webex		
	BASIC	STANDARD	PREMIUM
<b>SUMMARY</b>	Meeting Capacity (PMR): 0 Space Meeting Participants: 25 Meeting Duration: 24 hours Message Storage: 2GB Cloud Meeting Recording: 0 Years Stored: 3	Meeting Capacity (PMR): 100 Space Meeting Participants: 100 Meeting Duration: 24 hours Message Storage: 5GB Cloud Meeting Recording: 0 Years Stored: 3	Meeting Capacity (PMR): 1,000 Space Meeting Participants: 300 Meeting Duration: Unlimited Message Storage: 10GB Cloud Meeting Recording: 10GB* Years Stored: 5
<b>CALLING**</b>			
Place Audio Call (PSTN/VoIP)	✓	✓	✓
Receive Audio Call (PSTN/VoIP)	✓	✓	✓
Place Video Call	✓	✓	✓
Receive Video Call	✓	✓	✓
Dialpad	✓	✓	✓
Merge (N-Way Audio Call)	✓	✓	✓
Conference (N-Way Audio Call)	✓	✓	✓
Mute/Unmute	✓	✓	✓
Hold/Resume	✓	✓	✓
Transfer - Blind	✓	✓	✓
Transfer - Semi Attended	✓	✓	✓
Transfer - Attended	✓	✓	✓
Sharing - Screen, Application	✓	✓	✓
Call Pull	✓	✓	✓
Group Call Park / Retrieve	✓	✓	✓
Call Pickup	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)
Team Telephony / BLF Monitoring	✓	✓	✓
Call Push Notifications (Mobile)	✓	✓	✓
Call Voicemail	✓	✓	✓
Call Recording	✓	✓	✓
Feature Access Codes (FAC)	✓	✓	✓
Executive Assistant (aka Boss Admin)	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)
Seamless Call Handover Between Networks	✓	✓	✓
<b>Call Settings</b>			
Do Not Disturb	✓	✓	✓
Call Forward - Always	✓	✓	✓
Call Forward - Busy	✓	✓	✓
Call Forward - No Answer	✓	✓	✓
Call Forward - Not Reachable**	✓	✓	✓
Simultaneous Ring**	✓	✓	✓
Sequential Ring**	✓	✓	✓
Hide Number / Block My Caller ID**	✓	✓	✓
Call Waiting**	✓	✓	✓
Anonymous Call Rejection**	✓	✓	✓
Video Call - Virtual Background	✓	✓	✓
Background Noise Reduction	✓	✓	✓
Music Mode	✓	✓	✓

\*\*Supported through SmartUC Admin Portal

	SmartUC with Webex		
	BASIC	STANDARD	PREMIUM
<b>Personal Contacts</b>			
View All Contacts	✓	✓	✓
Add New Contacts	✓	✓	✓
Manage Favorites	✓	✓	✓
Manage Groups	✓	✓	✓
View Profile	✓	✓	✓
<b>Call History / Voicemail</b>			
Call Logs (Basic) - Last 20 Placed/Received/Missed Calls	✓	✓	✓
<b>Calling Integrations</b>			
Microsoft Teams Integration for Calling	✓	✓	✓
Microsoft Outlook Integration for Calling	✓	✓	✓
Slack Integration for Calling	✓	✓	✓
<b>MESSAGING</b>			
<b>Presence</b>			
Calling Presence (On Call)	✓	✓	✓
Meeting Presence (in Meeting, Presenting)	✓	✓	✓
Presence (Active, Last Active)	✓	✓	✓
Manually Set Presence - Do Not Disturb	✓	✓	✓
Personal Message Status	✓	✓	✓
<b>Basic Messaging Features</b>			
Chat - View History	✓	✓	✓
Chat - Delete Space	✓	✓	✓
Chat - Delete Message Thread	✓	✓	✓
Chat - Delete Individual Message	✓	✓	✓
Chat - Mark As Viewed	✓	✓	✓
1-1 Chat	✓	✓	✓
Spaces (Group Chat)	✓	✓	✓
Read Receipt	✓	✓	✓
Hide Availability Status	✓	✓	✓
Is Typing Indicator	✓	✓	✓
File Sharing	✓	✓	✓
Screen Capture	✓	✓	✓
Filters	✓	✓	✓
Mentions	✓	✓	✓
Message Forwarding Between a Space	✓	✓	✓
Set a Custom Status	✓	✓	✓
Search Within a Space	✓	✓	✓
Pin Messages in a Space	✓	✓	✓
Send a Space Link	✓	✓	✓
Mark as Unread	✓	✓	✓

	SmartUC with Webex		
	BASIC	STANDARD	PREMIUM
Rich Text	✓	✓	✓
Quoting	✓	✓	✓
Threading	✓	✓	✓
Edit Messages	✓	✓	✓
Drag & Drop Files	✓	✓	✓
Gifs	✓	✓	✓
Emojis & Emoticons	✓	✓	✓
Reactions	✓	✓	✓
Mark as Viewed	✓	✓	✓
Favourites	✓	✓	✓
Embedded Previews (pdf, gifs)	✓	✓	✓
Embedded Video Playback	✓	✓	✓
Push Notifications	✓	✓	✓
File Viewer - Show File in Conversation	✓	✓	✓
File Viewer - Download	✓	✓	✓
External Participant Indicator	✓	✓	✓
Space Member Management	✓	✓	✓
Inter-team/ Org Messaging	✓	✓	✓
Keyboard Shortcuts	✓	✓	✓
Personalise Message Notification Sounds	✓	✓	✓

### Advanced Meeting Features

Schedule Space Meeting with Everyone in Space	✓	✓	✓
Add Link Shortcut to a Space	✓	✓	✓
Space Cover Photo	✓	✓	✓
Sharing - Screen, Application, Whiteboard, Annotation	✓	✓	✓
Embedded Apps	✓	✓	✓
Moderator - Add / Remove People	N	N	✓
Moderator - Edit Space Name	N	N	✓
Moderator - Add / Remove Moderator	N	N	✓
Moderator - Edit Space Image	N	N	✓
Turn On Announcement Mode	N	N	✓

## MEETINGS

### Common Meeting Features

Number of Participants in PMR Meetings		100	1,000
Number of Participants in Space Meetings	25	100	300
Desktop Sharing	✓	✓	✓
Application Sharing	✓	✓	✓
Screen Sharing on Mobile	✓	✓	✓
Whiteboard	✓	✓	✓
Annotation	✓	✓	✓
One-click & Scheduled Meetings	✓	✓	✓
Join via VoIP	✓	✓	✓

	SmartUC with Webex		
	BASIC	STANDARD	PREMIUM
HD Video	✓	✓	✓
Full Screen and Gallery View	✓	✓	✓
Mute All/ Participant	✓	✓	✓
Dismiss All/ Participant	N	✓	✓
In-meeting Participant Search	✓	✓	✓
Multi-party Chat	✓	✓	✓
Web Guest Experience	N	✓	✓
Video Layout Options (5x5 Grid, Stack, Side by Side, Full Screen)	✓	✓	✓
Virtual Backgrounds	✓	✓	✓
Background Noise Reduction	✓	✓	✓
Music Mode	✓	✓	✓
<b>Advanced Messaging Features</b>			
Animated Meeting Reactions	N	✓	✓
Immersive Share (Show me in front of presentation)	N	✓	✓
Gestures	N	✓	✓
Raise Hand	N	✓	✓
Breakout Sessions	N	✓	✓
Notes	N	✓	✓
Polling	N	✓	✓
Persistent Meetings Link	N	✓	✓
Meetings Site Access	N	✓	✓
Locking	N	✓	✓
Password Protection	N	✓	✓
Call In Audio (Toll Named User)	N	✓	✓
Personal Meeting Room (PMR)	N	✓	✓
Personal Conference Number (PCN)	N	✓	✓
Join from a Video System (CMR)	N	✓	✓
Support Pairing with Cisco Webex Devices	✓	✓	✓
Meetings Recording	N	Local	Cloud + Local
Default Presenter Controls for all Attendees	N	N	✓
Remote Desktop Control	N	N	✓
Webex (PMR & Scheduled) Meeting Scheduling	N	✓	✓
Allow PMR URL Change	N	N	✓
In-app Meeting Scheduling	✓	✓	✓
Let Other Users Schedule Meetings on Their Behalf	N	N	✓
Delegate Your Meetings (Cohost, In-meeting host control)	N	N	✓
Media Quality Statistics	N	✓	✓
Personal Insights	N	✓	✓
Closed Captions	N	N	✓

	SmartUC with Webex		
	BASIC	STANDARD	PREMIUM
<b>ADDITIONAL</b>			
<b>Protocols, Security and Troubleshooting</b>			
TLS v1.2	✓	✓	✓
SRTP/SRTCP	✓	✓	✓
Client Software Auto Update	✓	✓	✓
Regular Check for Config Updates	✓	✓	✓
Troubleshooting Logs	✓	✓	✓
<b>Accessibility</b>			
Colour Contrast	✓	✓	✓
Dictation (Chat Message Entry)	✓	✓	✓
Screen Reader	✓	✓	✓
Keyboard Navigation	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)
Text Size	✓ (Mobile only)	✓ (Mobile only)	✓ (Mobile only)
<b>Calling Configurability by End User</b>			
Audio Input Device (Mic)	✓	✓	✓
Audio Output Device (Speaker)	✓	✓	✓
Video Input Device (Camera)	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)
Incoming Call Notification Audio	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)
Incoming Chat Notification Audio	✓ (Desktop only)	✓ (Desktop only)	✓ (Desktop only)