

# Meeting Insights On-Prem

Version 2.4



---

## Table of Contents

---

<b>Notice</b> .....	<b>iii</b>
Security Vulnerabilities .....	iii
Customer Support .....	iii
Stay in the Loop with AudioCodes .....	iii
Abbreviations and Terminology .....	iii
Related Documentation .....	iii
Document Revision Record .....	iii
Software Revision Record .....	iv
Documentation Feedback .....	iv
<b>1 Introduction</b> .....	<b>1</b>
<b>2 Version 2.4.3</b> .....	<b>1</b>
2.1 New Features .....	1
2.1.1 Multi-Language Support .....	1
2.1.2 Template Studio .....	2
2.1.3 Unified Look-and-Feel for Online Meeting and Offline Meeting Tasks .....	2
2.1.4 Direct File Access for Task Editors upon Sign In .....	2
2.1.5 Tenant-level Telephony Settings .....	2
2.1.6 Enhanced Performance .....	2
2.1.7 Seamless Upgrades .....	2
2.2 Restrictions and Limitations .....	3
<b>3 Version 2.4.2</b> .....	<b>4</b>
3.1 New Features .....	4
3.2 Resolved Constraints .....	5
<b>4 Version 2.4.1</b> .....	<b>6</b>
4.1 New Features .....	6
4.1.1 Tenant management .....	6
4.1.2 Multi language support .....	6
4.1.3 Environment and installation .....	6
4.1.4 Support AI insights .....	6
4.2 Resolved Constraints .....	7

## Notice

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document can be downloaded from <https://www.audiocodes.com/library/technical-documents>.

This document is subject to change without notice.

Date Published: March-01-2026

## Security Vulnerabilities

All security vulnerabilities should be reported to [vulnerability@audiocodes.com](mailto:vulnerability@audiocodes.com).

## Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at <https://www.audiocodes.com/services-support/maintenance-and-support>.

## Stay in the Loop with AudioCodes



## Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Throughout this manual, unless otherwise specified, the term device refers to the AudioCodes products.

## Related Documentation

Document Name
Meeting Insights On-Prem Installation Manual
Meeting Insights On-Prem User's Manual
Meeting Insights On-Prem Solution Overview

## Document Revision Record

LTRT	Description
26031	Initial document release
26032	Updated new features
26037	Updated to Ver. 2.4.3

## Software Revision Record

Version	Released Date
2.4.3	February 2026
2.4.2	September 2025
2.4.1	June 2025

## Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at <https://online.audiocodes.com/documentation-feedback>.

# 1 Introduction

This document describes the software update releases of Version 2.4 for AudioCodes' Meeting Insights On-Prem.

## 2 Version 2.4.3

### 2.1 New Features

This section describes the new features introduced in this version.

#### 2.1.1 Multi-Language Support

Meeting Insights On-Prem now delivers a global experience with support for over 50 languages for speech-to-text transcription and AI-powered insights (for example, summaries, action items, and decisions). This extended language coverage enables organizations worldwide to capture and understand meeting content with unprecedented accuracy.

Below is the list of supported languages. Please contact AudioCodes support if you require additional language.

<i>Afrikaans</i>	<i>Czech</i>	<i>Hindi</i>	<i>Malay</i>	<i>Swahili</i>
<i>Arabic</i>	<i>Danish</i>	<i>Hungarian</i>	<i>Marathi</i>	<i>Swedish</i>
<i>Arabic (Levantine)</i>	<i>Dutch</i>	<i>Indonesian</i>	<i>Norwegian</i>	<i>Tamil</i>
<i>Azerbaijani</i>	<i>English</i>	<i>Italian</i>	<i>Persian</i>	<i>Tatar</i>
<i>Bangla</i>	<i>Estonian</i>	<i>Japanese</i>	<i>Polish</i>	<i>Thai</i>
<i>Basque</i>	<i>Finnish</i>	<i>Kannada</i>	<i>Portuguese</i>	<i>Turkish</i>
<i>Belarusian</i>	<i>French</i>	<i>Kazakh</i>	<i>Romanian</i>	<i>Ukrainian</i>
<i>Bosnian</i>	<i>Galician</i>	<i>Korean</i>	<i>Russian</i>	<i>Urdu</i>
<i>Bulgarian</i>	<i>German</i>	<i>Latvian</i>	<i>Serbian (Latin)</i>	<i>Vietnamese</i>
<i>Catalan</i>	<i>Greek</i>	<i>Lithuanian</i>	<i>Slovak</i>	
<i>Chinese</i>	<i>Gujarati</i>	<i>Luxembourgish</i>	<i>Slovenian</i>	
<i>Croatian</i>	<i>Hebrew</i>	<i>Macedonian</i>	<i>Spanish</i>	

Starting with this release, Meeting Insights On-Prem introduces two installation modes, giving organizations the flexibility to choose the infrastructure that best meet their needs:

#### ■ Multi-Language Mode

Designed for organizations that require broad language coverage, this mode enables full multi-language processing. This mode supports the following task types:

- Online Meeting task
- Offline Meeting task

#### ■ Hebrew- and English-Only Mode

For organizations focused on English and Hebrew transcription. This mode supports the following task types

- Online Meeting task
- Offline Meeting task
- Dictation task

## 2.1.2 Template Studio

Meeting Insights On-Prem now provides a Template Studio that gives users full control over the structure and appearance of the Word document generated from a meeting transcription.

With Template Studio, users can define the layout of the exported Word document, including the header logo, the sections to include, and the order in which they appear. Sections can be user-defined or AI-powered, and documents can be enriched with metadata such as participant lists and distribution lists.

Template Studio is available at the following levels:

- **System Admin and Tenant Manager** - Define organization-wide and tenant-level templates and set the default template for their respective scope.
- **Task Manager** - Create personal templates based on an existing template and set a personal default.

This ensures that every exported meeting document consistently reflects the appropriate branding, structure, and content, whether standardized across the organization or tailored to individual workflows.

## 2.1.3 Unified Look-and-Feel for Online Meeting and Offline Meeting Tasks

The user interface for adding and editing Online Meeting and Offline Meeting tasks has been redesigned with a unified, modern look and feel. By aligning the design of these dialog boxes, Meeting Insights On-Prem now delivers a more intuitive and consistent experience, making it easier for users to navigate, configure tasks, and stay oriented throughout their workflow.

## 2.1.4 Direct File Access for Task Editors upon Sign In

To streamline the transcription workflow, Task Editors now gain direct access to all their assigned proofreading tasks upon signing in. Instead of opening the Transcription Task List page, Task Editors are taken directly to the File List page where they can view the files associated with all the tasks assigned to them as transcribers.

## 2.1.5 Tenant-level Telephony Settings

Telephony settings for online meetings can now be configured in the Meeting Insights On-Prem user interface. It's configured at tenant level by the Tenant Manager.

## 2.1.6 Enhanced Performance

This version supports up to 30 concurrent sessions (recording and transcription).

## 2.1.7 Seamless Upgrades

Meeting Insights On-Prem can now be seamlessly upgraded from Version 2.4.2 to 2.4.3. The upgrade preserves all existing configuration settings and the user database, as well as all data (recording files, transcription files, and AI-powered insights).

Previously, a complete reinstall and complex manual migration was required.



It's recommended to take a snapshot of the system before initiating the upgrade, which can be used in case you need to roll back to the previous version.

## 2.2 Restrictions and Limitations

This section lists restrictions and limitations.

**Table 1: Restrictions and Limitations Version 2.4.3**

Subject	Description
Custom Templates	If the system templates were updated by AudioCodes Professional Services upon Customer request during the work process with Meeting Insights On-Prem, it's recommended to make a backup outside of the application and then restore it after Meeting Insights On-Prem is updated.
Telephony Settings	Updating to Version 2.4.3 deletes any DTMF key mappings for language selection previously set in the configuration files. You must reconfigure these mappings through the web interface. For more information, see the <i>User Manual</i> .
Multi-Language Mode	Dictation is supported only in Hebrew-English mode and not available in the Multi-Language mode.
Templates	Updating to Version 2.4.3 may delete templates that were previously created because of changes and enhancements to AI-powered summaries. Therefore, the System Admin / Tenant Manager must create new templates after upgrading to Version 2.4.3, using the newly supported AI summaries.

## 3 Version 2.4.2

This version is the first released version based on task format and includes new features and resolved constraints.

### 3.1 New Features

This section describes the new features introduced in this version.

- **Add timestamp in sentences where speaker info was changed**

In the proofing tool, each time speaker is changed, there should be a timestamp of the voice file when exactly it's done.
- **Proofing Tool - Add option to download Audio File**

Download file option should be extended with an option to download Audio File in addition to the Transcription file.
- **Enhanced download options - Select template and audio**
- **AI support for additional summarization types**
  - Support presenting and editing action items, as well as referring to proofing text.
  - AI summaries - support misc. summary types (Action Items, Background, Agenda, Key points, Decisions, Key decisions, implications, next steps, Additional notes, Main points, Executive summary, Key action items).
- **Convert MIAOP License Server applications to docker**
- **Support LLM installation**
- **Expose REST API to allow Audio Transcription integration**

Implementation of script to utilize the API to transcribe an audio file.
- **Remove Column "Est Time STT" from Tasks Table**
- **File Name in the Proofing tool to display**

How to display file name in the proofing tool.

For Online Meeting & Dictation: Task Name = Meeting Name.

For Offline Meeting: few files, for each file the name should be given based on the following logic:

Meeting Name (if exists) -> File Name (if exists) -> Task Name (if none of the before existing).
- **Files Download Options Update**

Upon export, the document and audio file (if selected on task creation) will be downloaded as separate files without being archived into zip.
- **Proofing Summary & Transcription: Define text direction and language**

Both Summary items and Transcription should behave the same way.

  1. Task defined as English – should be always left-to-right (LLM English).
  2. Task defined in Hebrew – should be always right-to-left (LLM Hebrew).
  3. Task defined as Heb-En – should behave exactly as Hebrew – send the voice to LLM in Hebrew and use right-to-left direction.

## 3.2 Resolved Constraints

This section lists resolved constraints.

**Table 2: Resolved Constraints in Version 2.4.2**

Incident	Description
ATSPC-265	Improve text direction logic in transcription
ATSPC-264	Align transcription language to summarization language
ATSPC-261	Page numbering in Proofing tool - long text is cut off instead of split into multiple pages
ATSPC-260	Unable to update speaker name from "Unknown" in Proofing screen
ATSWT-135	Tasks in pending state weren't reflecting the status
MIAOP-87	Saving per meeting the number of sentences on the page that the user selected
MIAOP-205	When AI is not selected and there is no Summary, the File opening screen should be Proofing tool and not empty screen

## 4 Version 2.4.1

This version is the first released version based on task format and includes new features and resolved constraints.

### 4.1 New Features

This section describes the new features introduced in this version.

#### 4.1.1 Tenant management

- Customization of logos
- Customization of templates
  - Supporting multiple templates
  - Configuring default template
  - Monitor

#### 4.1.2 Multi language support

- UI supported in English and Hebrew
- Transcription support for he-il and he-en

#### 4.1.3 Environment and installation

- All-in-one installation script deploying the solution on one machine
- Support distributed installation (without installation script)
- Self-signed certificate support
- Support multiple stt/SRD/NLP configuration for different languages

#### 4.1.4 Support AI insights

- Support AI meeting summary
- Support AI main points summary

## 4.2 Resolved Constraints

This section lists resolved constraints.

**Table 3: Resolved Constraints in Version 2.4.1**

Incident	Description
ATSOC-190	UI/UX fixes.
ATSOC-161	Web Session expiration provides an error, should bring user to login page.
ATSOC-201	Adding “back” button to tenant management screen.
ATSPC-192	STT language direction in proofing editor should be determined by the text
ATSWT-98	Punctuation language provided incorrectly.
ATSWT-116	Permission denied when writing “last_alert_time.json” file.
ATSOC-203	Lowering the task highlight when clicking in the middle of the row does not work properly.
ATSPC-200	Error downloading transcription of a meeting: 504 Gateway time-out.

**International Headquarters**

Naimi Park  
6 Ofra Haza Street  
Or Yehuda, 6032303, Israel  
Tel: +972-3-976-4000  
Fax: +972-3-976-4040

**AudioCodes Inc.**

80 Kingsbridge Rd  
Piscataway, NJ 08854, USA  
Tel: +1-732-469-0880  
Fax: +1-732-469-2298

Contact us: <https://www.audiocodes.com/corporate/offices-worldwide>

Website: <https://www.audiocodes.com>

©2026 AudioCodes Ltd. All rights reserved. AudioCodes, AC, HD VoIP, HD VoIP Sounds Better, IPmedia, Mediant, MediaPack, What's Inside Matters, OSN, SmartTAP, User Management Pack, VMAS, VoIPerfect, VoIPerfectHD, Your Gateway To VoIP, 3GX, AudioCodes One Voice, AudioCodes Meeting Insights, and AudioCodes Room Experience are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

Document #: LTRT-26037

