

Meeting Insights On-Prem

Version 2.5



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Notice

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This document is subject to change without notice.

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Security Vulnerabilities

All security vulnerabilities should be reported to 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
26042	Initial document release for Ver. 2.5

Software Revision Record

Version	Released Date
2.5	June 2026

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 2.5 for AudioCodes' Meeting Insights On-Prem.

2 Version 2.5

2.1 New Features

This section describes the new features introduced in this version.

2.1.1 Meeting Insights On-Prem Application Enhancements

2.1.1.1 Re-Run AI-Powered Transcriptions or Summaries

You can now re-run AI-powered transcription or summary generation for any recorded meeting file. This is especially useful in the following scenarios:

- **Improved Accuracy:** Regenerate content after Meeting Insights On-Prem updates its Large Language Model (LLM) to take advantage of the latest performance enhancements.
- **Language Correction:** Correct the language settings if a meeting was previously processed using the wrong language.

Re-run is triggered using the new **Re-Run AI** drop-down button, available on the following pages:

- Files List page
- Meeting Summary page

When Meeting Insights On-Prem runs the transcription or summary, the status icon (In Queue, Transcribing, and Generating Insights) includes an AI circular line arrow.



- Re-running the AI permanently overwrites the existing transcription, summary, and any manual edits you have made to them.
- If Meeting Insights On-Prem has already replaced the original high-quality audio file with a standard compressed .mp3 due to retention policies, re-running the AI may result in lower transcription and summary accuracy.

2.1.1.2 One-Click Creation for Online and Offline Tasks

Adding and starting Online Meeting and Offline Meeting tasks has been streamlined to provide an easier and faster user experience. You can now create Online Meeting and Offline Meeting tasks in a single step, without filling out multiple fields. This is ideal when time is critical and you need to begin recording and processing (AI-powered summary and transcription) immediately.

Meeting Insights On-Prem automatically assigns a default task name in the format "Untitled <date> <time>", for example, "Untitled 14.06.2026 10:00". For Offline Meetings, simply upload the audio file(s) to get started. No additional configuration is needed.

2.1.1.3 Improved User Experience with Template Studio

The Template Studio is now more accessible to users, providing better user experience. Instead of being on a tab in the dialog box for creating or editing a tenant, it is now located prominently in the profile drop-down box as a new command called **Template Studio**. This allows quick and easy by the System Admin and Tenant Manager.

2.1.1.4 Dynamic Language Reflected in AI Meeting Summary

Section titles and labels in the meeting summary (e.g., Participants, Distribution List, Notes, created-by, created-at) are now displayed in the selected language of the task.

2.1.1.5 Displayed Recording Length on File List Page

The duration (minutes and seconds) of the recorded audio file is now shown in the table on the File List page. This duration is shown under the new 'Duration' column.

2.1.1.6 Deletion of Audio Recording Files

You can now delete audio recording files of tasks directly from the File List page, by using the new **Delete** button. This feature allows you to quickly remove unnecessary or outdated recordings by selecting a single file or multiple files simultaneously.

This functionality can only be done if you're a System Admin, Tenant Manager, or Task Manager.

2.1.1.7 Support for Change User Password

A user's password can now be changed as follows:

- Users can now change their own password, using a new **Change Password** option located under the new **User Settings** menu in their profile drop-down box.
- System Admin and Tenant Manager can now change any user's password from the Local Users List table when editing a user.

2.1.1.8 Proofing Tool - Control Text Alignment in Transcription

You can now control text alignment in the transcription on the Transcript Proofing page. This functionality is supported by the new **Align left** (left-to-right / LTR) and **Align right** (right-to-left / RTL) icons.

By default, Meeting Insights On-Prem aligns the transcription text based on the detected language. If the transcription includes multiple languages, the text is aligned accordingly. For example, English text is aligned left-to-right while Hebrew text is aligned right-to-left.

2.1.1.9 Proofing Tool - Handsfree Proofreading with Automatic Tracking of Audio Playback

Meeting Insights On-Prem now automatically tracks the audio playback in the transcription on the Transcript Proofing page. As a word is played the corresponding text is highlighted, allowing you to easily follow and review the transcribed audio. If needed, Meeting Insights On-Prem scrolls down the page and even goes to the next page.

This functionality is enabled by the new **Toggle tracking playback position** icon, which replaces the **Jump to position** button. By default, playback position tracking is turned off.

2.1.2 System and Tenant Admin Enhancements

2.1.2.1 Tenant Creation through Web Interface

The System Admin can now create tenants through the web interface.

This is done using the new **Create Tenant** button on the Manage Customers (Tenants) page (profile drop-down box > **System Settings** > **Manage Customers (Tenants)**).



Currently, tenants can't be deleted through the Web interface.

2.1.2.2 Active Directory Settings upon Tenant Creation

The System Admin can now configure Active Directory to manage external users during tenant creation. This is configured on the new **Active Directory Server Settings** tab when creating or editing a tenant.

This enhancement introduces a toggle switch to easily enable or disable the functionality for the tenant, along with the following new Active Directory settings:

- **Group-to-permission mapping:** Map Active Directory user groups to specific permission levels (Task Editor, Task Manager, and Tenant Manager).
- **Extension number mapping:** Specify Active Directory attributes for user phone extension numbers (mobile, office, and home).

The System Admin can also view and edit these configured Active Directory settings at any time by editing the tenant.

2.1.2.3 Support for New and Upgrade Licenses

Two license types are now supported:

- **New License:** This license has a new Product Key, sets a new expiration date, and allocates new transcription hours. This license is required when the current license has expired. It replaces the existing license.
- **Upgrade License:** This license adds transcription hours to the current license. The Product Key and expiration date remain unchanged. This license is required when transcription hours are low or depleted.

In addition to above, the license remains valid (active) until the expiration date, regardless of remaining transcription hours (even if 0).



The Upgrade license must match the Product Key of the current license.

2.1.2.4 Tenant-level Control of Recording Notification for Online Meetings

System Admin and Tenant Managers can now control the recording notification (alert) that appears when Meeting Insights On-Prem records an Online Meeting task. This message appears prominently at the top of the recording client and ensures participants are clearly informed about recording and security constraints.

This control includes the following:

- Turn recording notifications on or off.
- Customize the notification text. Create a tailored message that reflects your organization's legal, security, and privacy policies. Enter the text in any language.

This enhancement gives full tenant-level control over the recording notification text, allowing each organization to present messaging that aligns with its own security policies, language, and regulatory needs.

This functionality is enabled or disabled using the new **Show clearance alert in online meeting** toggle button on the **General Settings** tab when creating or editing a tenant. When enabled, a text box becomes available, allowing you to write a custom message in any language.

2.1.2.5 Enhanced Display of Local Users List Table

The Local Users List table has been enhanced to improve user experience:

- New phone number columns:
 - **Office Phone**
 - **Mobile Phone**
 - **Home Phone**
- The **Role** column was renamed **Permission Level**.
- The **Comments** column was removed.

2.1.2.6 Enhanced Display of Managed Customers (Tenants) Table

The Managed Customers (Tenants) table has been enhanced to improve user experience:

- New columns added:
 - **Default Language** - Displays the tenant's default speech-to-text language.
 - **Default Template** - Displays the default template configured for the tenant.
 - **Voice Prompt Index** – Displays the telephony voice prompt index, allowing you to easily see that telephony is provisioned.
- **Login Logo** was renamed **Logo**.
- **URL** column was removed.

2.1.2.7 PNG File Format Support for Tenant Logos

Tenant logos can now be uploaded in PNG format (png), in addition to the existing SVG support.

2.1.3 Infrastructure Features

2.1.3.1 Capacity Increase for Concurrent Speech-to-Text Sessions

Meeting Insights On-Prem can now run up to 50 concurrent speech-to-text (transcribing) sessions.

2.1.3.2 New Installation Options

You can now install the multi-language speech-to-text (ML-STT) service, the AI (LLM) service, or both on the same virtual machine that runs the Meeting Insights On-Prem application. Previously, you had to deploy each service on a separate virtual machine.

For more information, refer to Section 'Hardware and Hosts Requirements' in the *Meeting Insights On-Prem Installation Manual Ver. 2.5*.

2.2 Resolved Constraints

This section lists resolved constraints.

Table 1: Resolved Constraints in Version 2.5.0

Incident	Description
MIAOP-4068	During Meeting Insights On-Prem installation, the address of the speech-to-text server was incorrect.
MIAOP-4478	Meeting Insights On-Prem doesn't support private Certificate Authorities (CA) without an intermediate certificate.

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