Agenda

Part 1 – IP Phone Update

- Remote Working Update
- Simple Phone Refresh
- 7800/8800 Update
- Multiplatform Phones

Part 2 – Headset Update
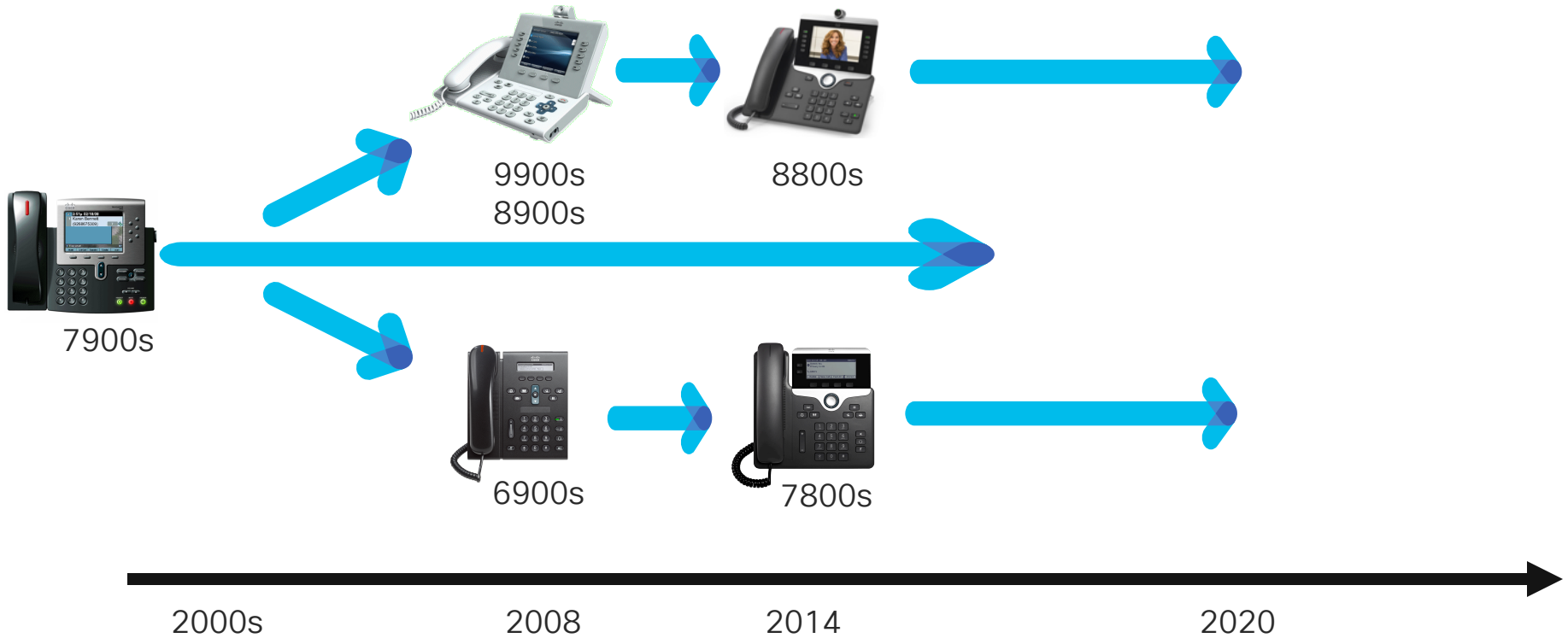
Part 3 – Conference Phone Update

- Webex Room Phone

Remote Working
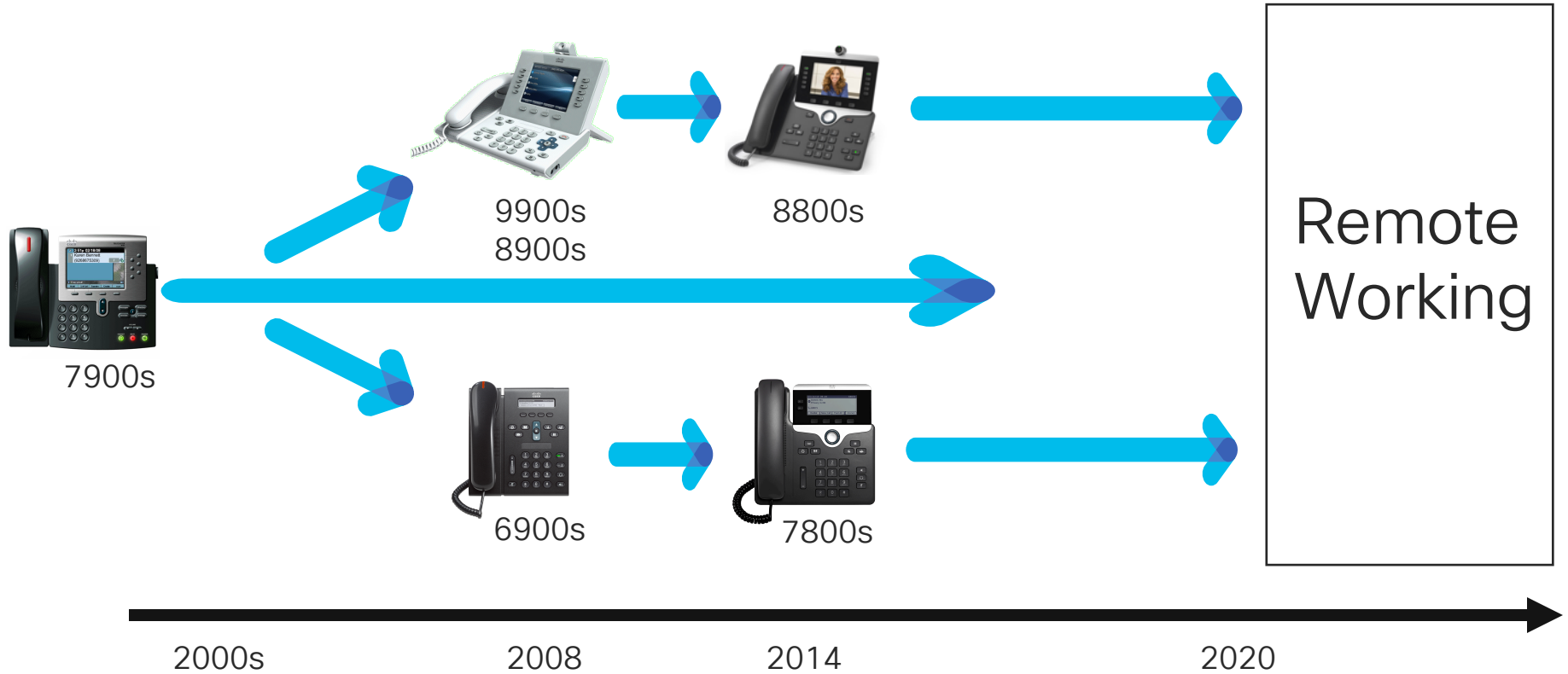
A Brief History of Cisco IP Phones

9900s
8900s

8800s

7900s

6900s

7800s

2000s   2008   2014   2020

A Brief History of Cisco IP Phones

9900s
8900s

8800s

7900s

6900s

7800s

Remote Working

2000s   2008   2014   2020

Remote Work Experiences

Best	Better	Good

Components:

- Webex Desk Pro or DX80
- Cisco Headset 500 or 700
- Laptop: Jabber, Webex

Components:

- Cisco IP Phone (Ent or MPP)
- Cisco Headset 500 or 700
- Laptop: Jabber, Webex

Components:

- Cisco Headset 500 or 700
- Laptop: Jabber, Webex

Cisco IP Phone 7800 Series

Key Features

	CP-7811	CP-7821	CP-7841	CP-7861
Replaceable Bezel				
Screen	384 x 106 Mono (3.28")	396 x 162 Mono (3.5")	396 x 162 Mono (3.5")	396 x 162 Mono (3.5")
Ethernet Switch	10/100	10/100	10/100/1000	10/100
Programmable Line Keys	N/A	2	4	16
Programmable Soft Keys	4	4	4	4
Headset Port	N/A			
EHH Support (AUX)	N/A			
Full Duplex Speakerphone	(Narrowband)			
Wideband Audio	Available with additional wideband handset			
POE Class	1	1	1	1
Protocols	SIP	SIP	SIP	SIP

Cisco IP Phone 8800 Series
Key Features

	CP-8811	CP-8841	CP-8845	CP-8851	CP-8861	CP-8865
Display	800 x 480 Greyscale(5")	800 x 480 WVGA (5")	800 x 480 WVGA (5")	800 x 480 WVGA (5")	800 x 480 WVGA (5")	800 x 480 WVGA (5")
Ethernet Switch	10 / 100 / 1000	10 / 100 / 1000	10 / 100 / 1000	10 / 100 / 1000	10 / 100 / 1000	10 / 100 / 1000
Programmable Line Keys	5 x 5	5 x 5	5 x 5	5 x 5	5 x 5	5 x 5
Programmable Soft Keys	4	4	4	4	4	4
Headset Port (RJ9)						
EHS Support						
Full Duplex Speakerphone						
Wideband Audio						
Integrated Bluetooth						
USB						
KEM Support				(2)	(3)	(3)
Wifi						
External Audio Port						
HD 720p Video						
POE Class	2	2	2	4	4	4

Cisco IP Phone: Power Supply and Injectors

Power Options	6821/51/71	79xx (802.3af)*	78xx (excludes 7832)	88xx (excludes 8821/8832)
CP-6800-PWR	Yes	No	No	No
CP-PWR-CUBE-3*	No	Yes	Yes	No
CP-PWR-ADPT-3	No	No	Yes (Recommended)	No
CP-PWR-CUBE-4	No	No	No	Yes (KEMs supported)
AIR-PWRINJ5 (Class 3 power injector)	Yes	Yes	Yes	8811/41/45/51/61/65 (No KEM support)**
AIR-PWRINJ6 (Class 4 power injector)	Yes	Yes	Yes	8811/41/45/51/61/65 (No KEM support)**
Meraki MA-INJ-4-US	Yes	Yes	Yes	8811/41/45/51/61/65 (No KEM support)**

* Some older 7900 phones do not support CUBE-3 or may only support pre-standard POE. http://cs.co/pre-standard
**AIR-PWRINJ6 and MA-INJ-4-US support 802.3at, and the 8851(v08), 8861 and 8865 are IEEE Class 4 devices, yet the phones require CDP or LLDP protocol negotiation in order to power up a KEM. Injectors do not provide CDP or LLDP.

Power Adaptor 3 for 78xx series

NEW	OLD
CP-PWR-ADPT-3	CP-PWR-CUBE-3

	NEW CP-PWR-ADPT-3	**OLD** CP-PWR-CUBE-3
Smaller Size	Clip based, compact size adapter	Long power cord, big cube
Lower Input Power Consumption	Maximum 0.1W at no load	Maximum 0.5W at no load
Verified for Cisco Collaboration Endpoint	Fully compatible with 78x1 & 7832 (both OnPrem & MPP) Worldwide voltage/frequency support	Continued till End of CY2020

Power Adaptor 3 for 78xx series (continued)

PID	Regions
CP-PWR-ADPT-3-NA=	North America/Japan
CP-PWR-ADPT-3-EU=	EU/Switzerland
CP-PWR-ADPT-3-AU=	Australia/New Zealand
CP-PWR-ADPT-3-UK=	United Kingdom/Asia Pacific
CP-PWR-ADPT-3-CN=	China
CP-PWR-ADPT-3-IN=	India
CP-PWR-ADPT-3-KR=	Korea
CP-PWR-ADPT-3-BZ=	Brazil
CP-PWR-ADPT-3-AR=	Argentina

(Clip already included in PID)

MRA Client & Endpoint Support

- Available Today

Internal Network | DMZ | External Network

UCM Expressway-C Expressway-E

Internet

Webex Room 55/70
Webex Room Kit
Webex Room Kit Plus
Webex Room Kit Pro
Webex Room Kit Mini

DX650, DX70, DX80

MX, SX, EX, C Series
TelePresence Endpoints

8811, 8841, 8845, 8851, 8861, 8865

7832 & 8832

7811, 7821, 7841, 7861
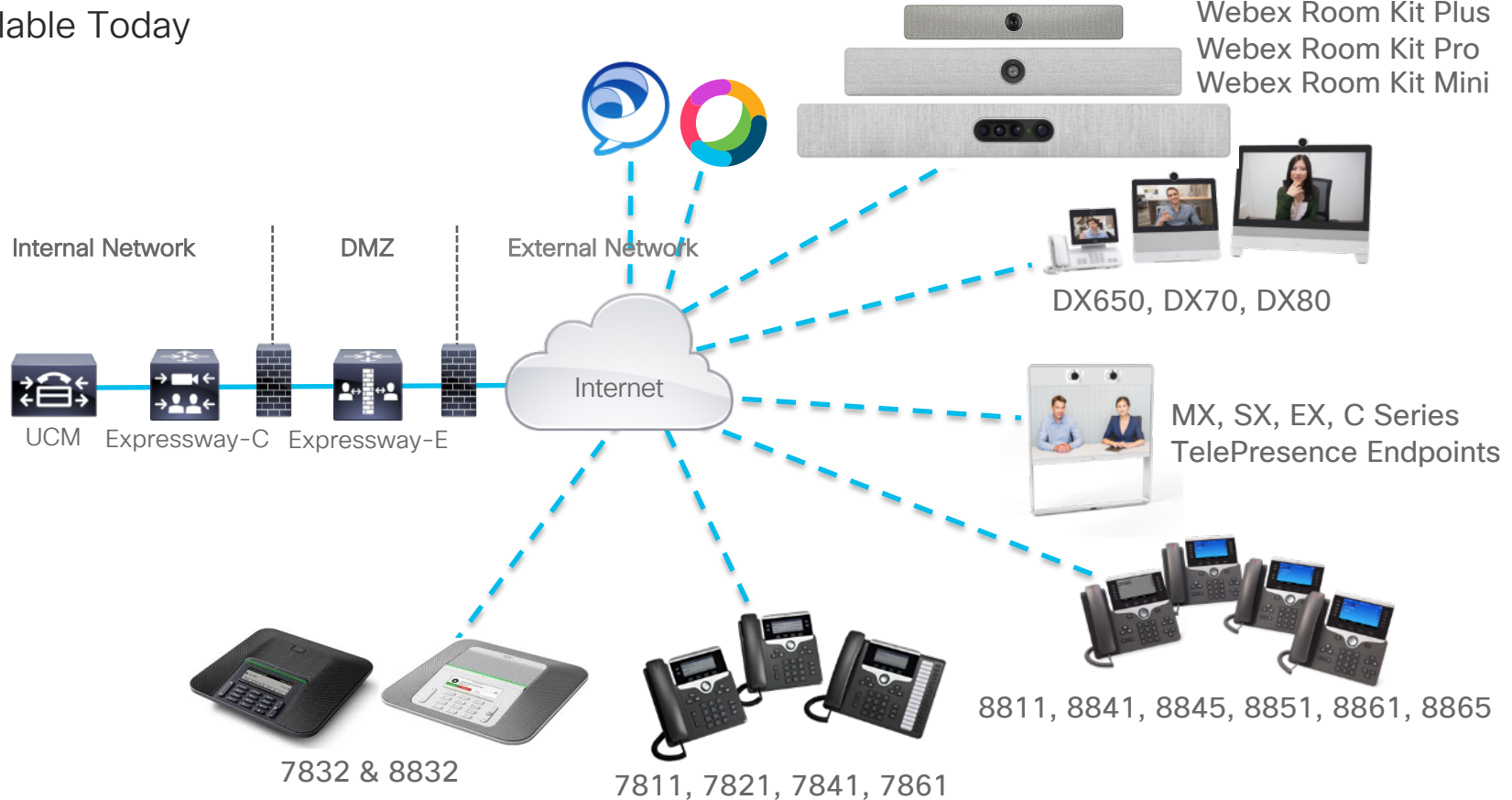
Activation Code Onboarding for CUCM

- This new functionality provides assurance that a new or untrusted phone seen on the network cannot register with Cisco Unified Call Manager without first having an activation code and having its internal Manufacturing Installed Certificate (MIC) verified

  - Allows for phones to be onboarded in a bulk fashion without requiring the use of auto-registration

  - Supported phone models in CUCM 12.5 SU1 7811, 7821, 7832, 7841, 7861, 8811, 8832, 8841, 8845, 8851, 8851NR, 8861, 8865, and 8865NR

  - MRA Onboarding Planned Dependencies: Expressway X12.5.3 + CUCM 12.5 SU1 + 78xx/88xx 12.5(1)SR3

  - See BRKUCC-2801 Enabling External Collaboration with Expressway

System ▾   Call Routing ▾   Media Resources ▾   Advanced Feat

Activation Code

Status
ⓘ Status: Ready

Device Information
Product Type: Cisco 8865
Device Protocol: SIP
Device Name: BAT851311419397
Device Description:

Activation Code
The activation code associated with this device record is:

7018-0133-1415-7211

Expires on: 01/17/2019 14:41

Media Path Optimization for MRA Calls

- Requires 12.5 or higher phone firmware on 7800/8800

- Requires CUCM 12.5 + Expressway X12.5

Prior to CSR 12.5 — CSR 12.5
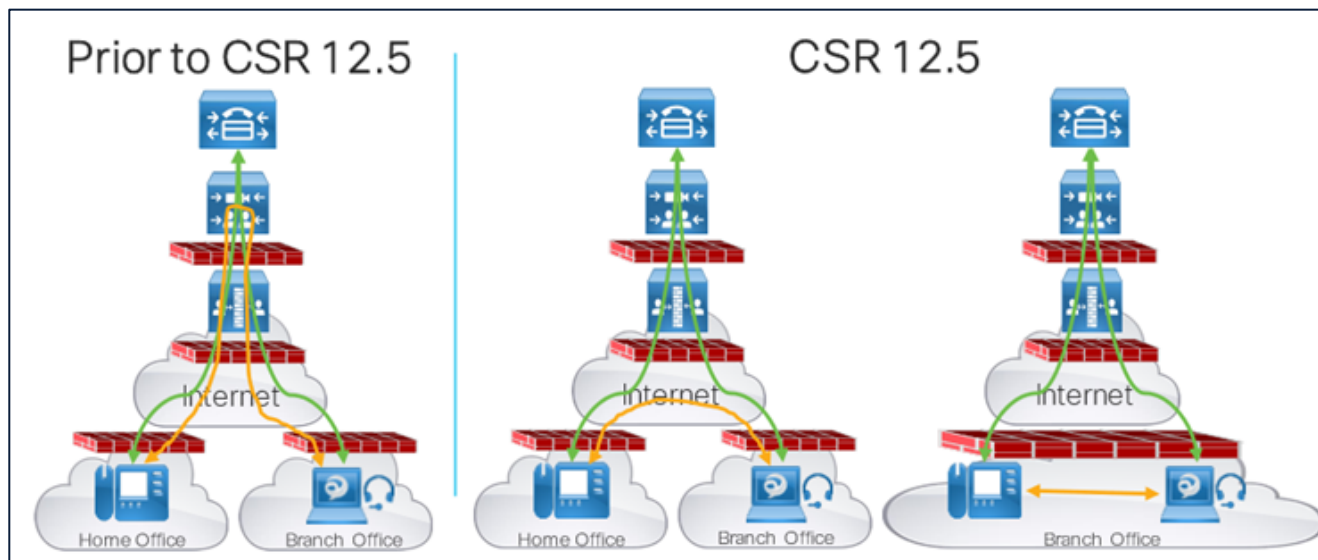
Simple Phone Refresh

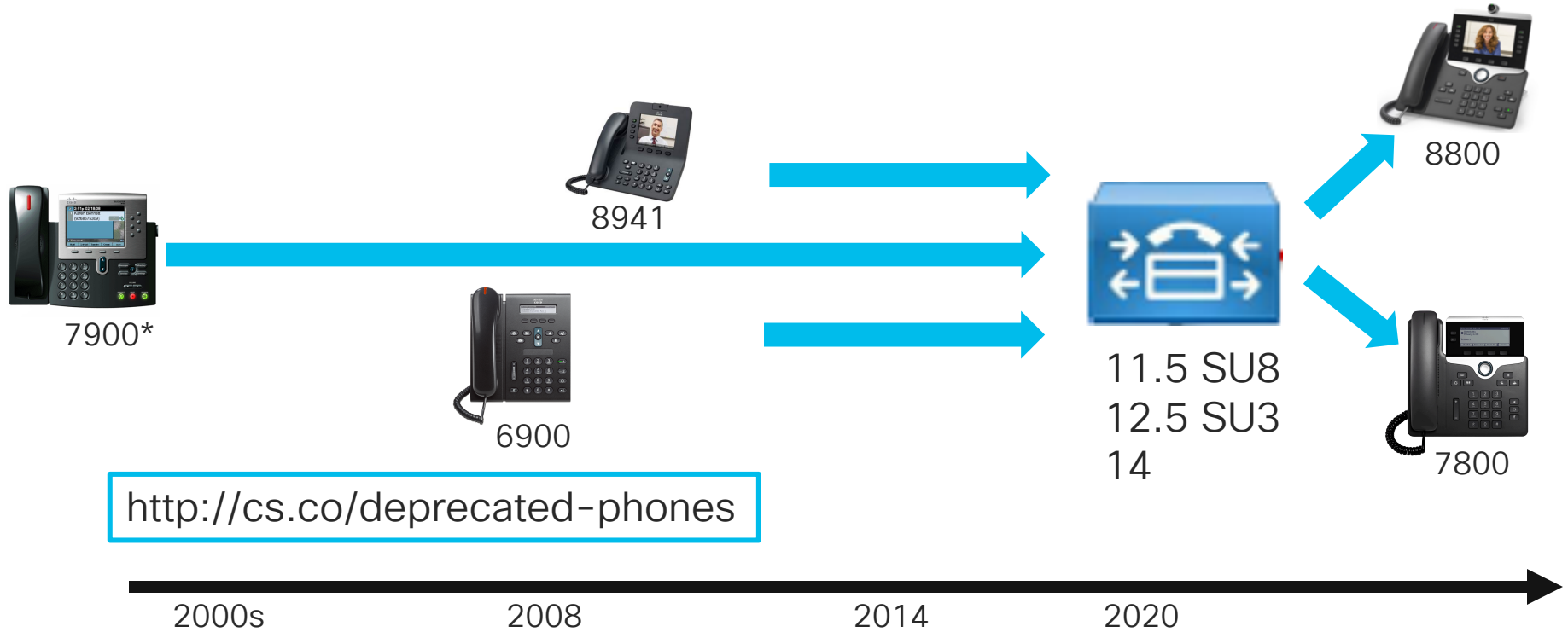## Firmware 12.8 with

CUCM 11.5 SU8
CUCM 12.5 SU3
CUCM 14

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This presentation contains forward-looking statements that involve risks, uncertainties, and assumptions. If the risks or uncertainties ever materialize or the assumptions prove incorrect, our results may differ materially from those expressed or implied by such forward-looking statements. All statements other than statements of historical fact could be deemed forward-looking, including, but not limited to, any projections of financial information; any statements about historical results that may suggest trends for our business; any statements of the plans, strategies, and objectives of management for future operations; any statements of expectation or belief regarding future events, technology developments, or enforceability of our intellectual property rights; and any statements of assumptions underlying any of the foregoing.

These statements are based on estimates and information available to us at the time of this presentation and are not guarantees of future performance. Actual results could differ materially from our current expectations as a results of many factors, including but not limited to: the unpredictable nature of our rapidly evolving market and quarterly fluctuations in our business; the effects of competition; and any adverse changes in our indirect channel relationships. These and other risks and uncertainties associated with our business are described in the company's annual report on Form 10-K. The forward-looking statements in this presentation are made as of the date of the initial publication of this presentation, and we disclaim any obligation to update these statements at any time in the future.

A Short History of Cisco IP Phones

8941

8800

7900*

6900

11.5 SU8
12.5 SU3
14

7800

http://cs.co/deprecated-phones

2000s   2008   2014   2020

* https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/trouble/14_0_1/fieldNotices/cucm_b_deprecated-phones-14.html

Phone refresh simplified
http://cs.co/simple-phone-refresh

An easy, intuitive Cisco IP phone migration that minimizes the complexity, cost, and time for professional services and is a native solution in CUCM.

Before → **After**

1. Unplug a deprecated/faulty phone from the network

2. Plug-in a replacement phone

3. Enter Primary DN, (optionally) PIN or authorization code on the new phone

4. New phone with all the settings from the old phone is provisioned

Simple Phone Refresh
CUCM 11.5 SU8, CUCM 12.5 SU3, CUCM 14

	Phone migration service (non-IVR)	Self-provisioning IVR	CM administration interface
End user or administrator driven phone migration	End user driven (Self-service)	End user driven (Self-service)	Administrator driven
Auto-registration required	No	Yes	No
Migration steps	1. Plug-in new phone to the network 2. Key in primary extension and PIN	1. Auto register a new phone 2. Dial self-provisioning IVR number and follow voice prompts	1. Sign in to CM Administration interface 2. Choose "Migrate Phone" option in Phone Configuration page of old phone 3. Enter phone type (model & protocol) and MAC address of the new phone
Administrator involvement	Low	Medium	High

Simple Phone Refresh
CUCM 11.5 SU8, CUCM 12.5 SU3, CUCM 14

	Phone migration service (non-IVR)	Self-provisioning IVR	CM administration interface
End user or administrator driven phone migration	End user driven (Self-service)	End user driven (Self-service)	Administrator driven
Auto-registration required	No	Yes	No
Migration steps	1. Plug-in new phone to the network 2. Key in primary extension and PIN	1. Auto register a new phone 2. Dial self-provisioning IVR number and follow voice prompts	1. Sign in to CM Administration interface 2. Choose "Migrate Phone" option in Phone Configuration page of old phone 3. Enter phone type (model & protocol) and MAC address of the new phone
Administrator involvement	Low	Medium	High

Phone Migration Service (non-IVR)
End User Experience

1 Unplug a deprecated or faulty phone from the network

2 Unbox and plug in new phone

Phone downloads a new firmware that supports simple phone refresh

3 Enter Primary DN, (Optionally) PIN

Welcome

1 Provision a new phone

2 Replace an existing phone

Select

Replace an existing phone

Please power off the old phone.

Primary Extension

PIN

Exit   Submit

4 Migration Successful

Replace an existing phone

The Migration is successful. The Phone will restart automatically.

Exit
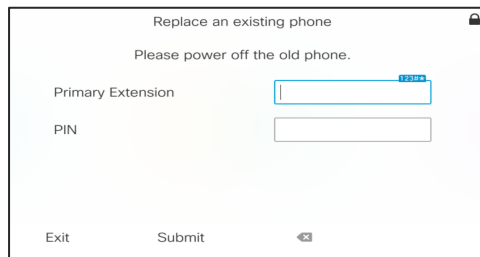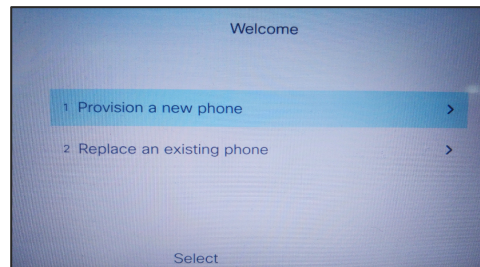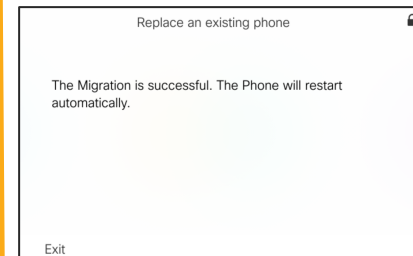
New phone with all the settings from the old phone is provisioned

Phone Migration Service (non-IVR)
CUCM 11.5 SU8, CUCM 12.5 SU3, CUCM 14

How it works:

- Phone Migration Service is always available and cannot be started/stopped

- 7800 and 8800 need to run **12.8 or higher**

- Auto-registration needs to be disabled

- Self Provisioning IVR service is NOT used, but its settings can be used
  - End user can replace their own phone
  - Admin can replace on behalf of end user

Phone Migration Example: 7900 to 8800
CUCM 11.5 SU8, CUCM 12.5 SU3, CUCM 14

7975

8861
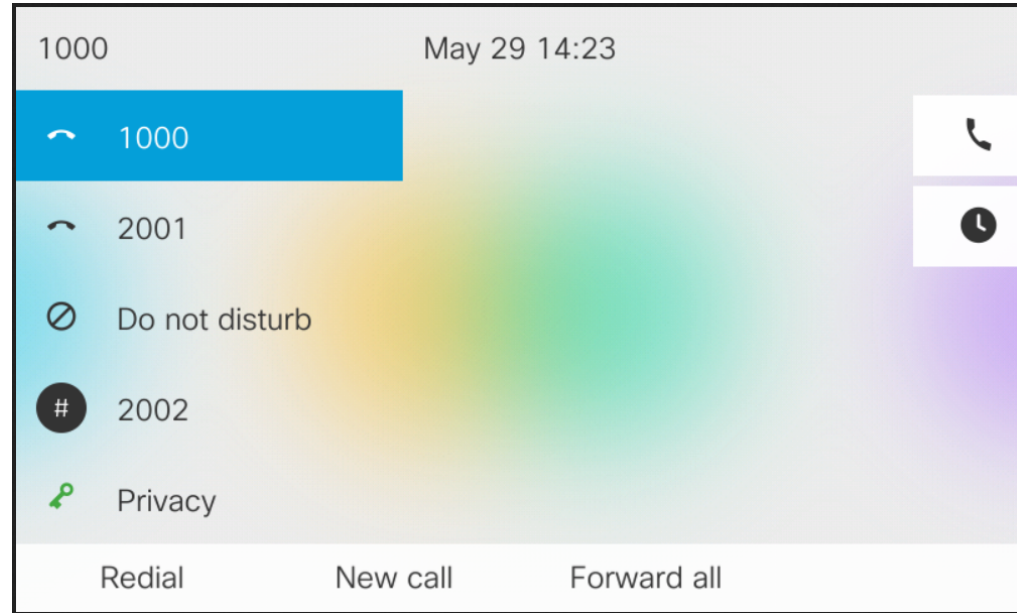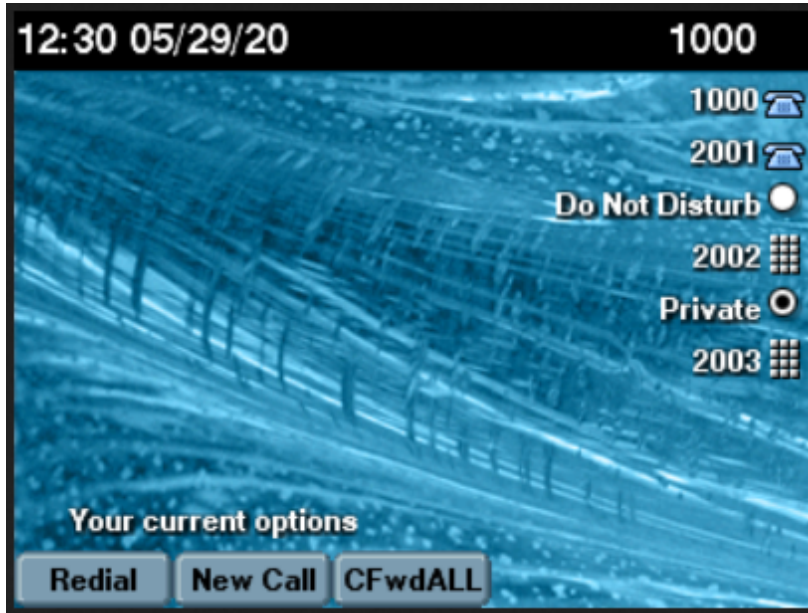
*Phone will move to Session Line Mode by default

Phone Migration Service (non-IVR)
CUCM 11.5 SU8, CUCM 12.5 SU3, CUCM 14

- Self Provisioning IVR service is NOT used, but its settings page is used for non-IVR authentication

  - End user can replace their own phone with PIN

  - Admin can replace for end user with Admin PIN

  - Admin can select no PIN required (no auth)

Primary Extension	123#★
PIN	
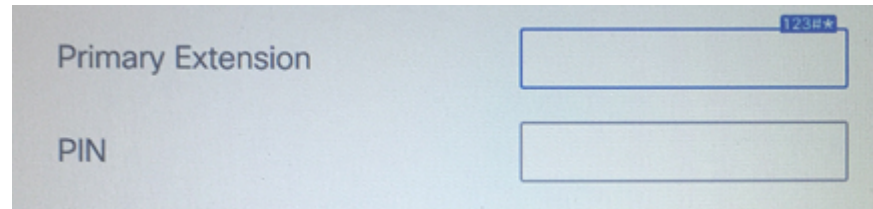
Allow End User PIN (default)

Self-Provisioning

💾 Save

Status

ℹ️ Status: Self-Provisioning IVR service is turned off.

ℹ️ Status: Auto-Registration feature is turned off.

Authentication Mode

🔘 Require Authentication

In this mode, users may use their password or PIN to authenticate and provision devices based on the

🔘 Allow authentication for users only(via Password/PIN)

⚪ Allow authentication for users(via Password/PIN) and Administrators(via Authentication Code)

Authentication Code [   ]

Allow End User PIN and Admin PIN

Self-Provisioning

💾 Save

Status

ℹ️ Status: Self-Provisioning IVR service is turned off.

ℹ️ Status: Auto-Registration feature is turned off.

Authentication Mode

🔘 Require Authentication

In this mode, users may use their password or PIN to authenticate and provision devices based on the

⚪ Allow authentication for users only(via Password/PIN)

🔘 Allow authentication for users(via Password/PIN) and Administrators(via Authentication Code)

Authentication Code [••••]

Simple Phone Refresh
CUCM 11.5 SU8, CUCM 12.5 SU3, CUCM 14

	Phone migration service (non-IVR)	Self-provisioning IVR	CM administration interface
End user or administrator driven phone migration	End user driven (Self-service)	End user driven (Self-service)	Administrator driven
Auto-registration required	No	Yes	No
Migration steps	1. Plug-in new phone to the network 2. Key in primary extension and PIN	1. Auto register a new phone 2. Dial self-provisioning IVR number and follow voice prompts	1. Sign in to CM Administration interface 2. Choose "Migrate Phone" option in Phone Configuration page of old phone 3. Enter phone type (model & protocol) and MAC address of the new phone
Administrator involvement	Low	Medium	High

Phone Migration with Self-provisioning IVR
CUCM 11.5 SU8, CUCM 12.5 SU3, CUCM 14

Activating /Self Provisioning IVR/ service requires the following services to be activated for single-server configuration.

1. Cisco CTIManager

Do you want to select these services for activation?

Note: For multi-server cluster configuration, please refer to on-line help and change the selection accordingly.

OK   Cancel

CTI Services

	Service Name	Activation Status
☐	Cisco IP Manager Assistant	Deactivated
☐	Cisco WebDialer Web Service	Deactivated
☑	Self Provisioning IVR	Deactivated

27

Self-Provisioning IVR – Configuration Steps
CUCM 11.5 SU8, CUCM 12.5 SU3, CUCM 14

- Enable Auto-registration.
- End users must have a primary extension.
- End users must be associated to a user profile or feature group template that includes a universal line template, universal device template and which has Self-Provisioning enabled.
- Ensure that the right "CTI Route Point" and "Application User" configurations are selected.
- Enable Self-Provisioning IVR service.

Self-Provisioning CUCM page

Self-Provisioning

💾 Save

Status

ⓘ Status: Ready

Authentication Mode

🔘 Require Authentication

In this mode, users may use their password or PIN to authenticate and provision devices based on the permissions in their User Profile. Additionally,administrators may authenticate on behalf of

⚪ Allow authentication for users only(via Password/PIN)

🔘 Allow authentication for users(via Password/PIN) and Administrators(via Authentication Code)

Authentication Code `••••••••••`

⚪ No Authentication Required

In this mode, authentication is disabled during device self-provisioning. The administrator or end user can enter a user ID or self-provisioning ID into an endpoint and the endpoint will associate day operation.

IVR Settings

Language Preference

Available Language		Selected Language	
	❯ ❮	English, United States	❮ ❮

CTI Route Point	SelfProv ▼	Dial 9000 from the phone to assign an extension.
Application User	SelfProv ▼	Warning: "Standard CTI Enabled" role is not assigned for this application user. Self-Provisioning IVR service will not work.

Save

Self-Provisioning Process
CUCM 11.5 SU8, CUCM 12.5 SU3, CUCM 14

Before you begin

Make sure that the old phone is in the "Unregistered" state before you proceed with migration. You can plug the new phone into the network, wait until the phone registers and then perform the migration tasks. Once the migration is successful, the device will re-register with the users phone configuration data.

Procedure

Step 1 Dial the extension that is assigned to the Self-Provisioning IVR from a new Cisco IP Phone or device.

Step 2 Press **2** for phone replacement option.

Step 3 Enter the primary extension number of your phone followed by the pound key (**#**).

Step 4 Enter the end user PIN followed by the pound key (**#**).

Migration starts after a successful authentication. Following the migration, the phone restarts with the same configuration settings.

Simple Phone Refresh
CUCM 12.5 SU3 & CUCM 11.5 SU8

	Phone migration service (non-IVR)	Self-provisioning IVR	CM administration interface
End user or administrator driven phone migration	End user driven (Self-service)	End user driven (Self-service)	Administrator driven
Auto-registration required	No	Yes	No
Migration steps	1. Plug-in new phone to the network 2. Key in primary extension and PIN	1. Auto register a new phone 2. Dial self-provisioning IVR number and follow voice prompts	1. Sign in to CM Administration interface 2. Choose "Migrate Phone" option in Phone Configuration page of old phone 3. Enter phone type (model & protocol) and MAC address of the new phone
Administrator involvement	Low	Medium	High

CUCM Administration Interface
CUCM 11.5 SU8, CUCM 12.5 SU3, CUCM 14

CUCM Administration Interface
CUCM 11.5 SU8, CUCM 12.5 SU3, CUCM 14

Before Enhancement

CUCM 11.5 SU8, 12.5 SU3, 14

CUCM Administration Interface
CUCM 11.5 SU8, CUCM 12.5 SU3, CUCM 14

CUCM 11.5 SU8, 12.5 SU3 & 14

Simple Phone Refresh
CUCM 11.5 SU8, CUCM 12.5 SU3, CUCM 14

	Phone migration service (non-IVR)	Self-provisioning IVR	CM administration interface
End user or administrator driven phone migration	End user driven (Self-service)	End user driven (Self-service)	Administrator driven
Auto-registration required	No	Yes	No
Migration steps	1. Plug-in new phone to the network 2. Key in primary extension and PIN	1. Auto register a new phone 2. Dial self-provisioning IVR number and follow voice prompts	1. Sign in to CM Administration interface 2. Choose "Migrate Phone" option in Phone Configuration page of old phone 3. Enter phone type (model & protocol) and MAC address of the new phone
Administrator involvement	Low	Medium	High

Enterprise Parameters Configuration

- Two new parameters added
- Default is "Retain Existing Phones"
- You can optionally "Delete the Existing Phone for that End User"
- "Retain existing phones" marks the phone post-migration
- "Secure Profile for Migrated Phone" determines the migrated phones security profile

Phone Migration

When Provisioning a Replacement Phone for an End User *	Retain Existing Phone(s) ⌄	Retain Existing Phone(s)
Security Profile for Migrated Phone *	Secure ⌄	Secure
Phone Migration User Identification Prompt *	Use Enduser Primary Extension ⌄	Use Enduser Primary Extension

Search Migrated phones
CUCM 11.5 SU8, CUCM 12.5 SU3, CUCM 14

Phone	(1 - 1 of 1)			

Find Phone where [Migrated (old phone) ▼] [is ▼] [True ▼] [Find] [Clear Filter] [➕] [➖]

[Select item or enter search text ▼]

☐		Device Name(Line) ▲	Description	Device Pool	Device Protocol
☐	☏ 7975	SEP0021A0D8152A	Auto 1000	Default	SCCP

[Add New] [Add New From Template] [Select All] [Clear All] [Delete Selected] [Reset Selected] [Apply Config to Selected]

Simple Phone Refresh + Enhanced Line Mode (Optional)

After phone migration, the administrator can choose one of two methods to move the phone from Session Line Mode to Enhanced Line Mode in CUCM 11.5 SU8.

1. Change the Line Mode parameter on the phone page after migration:

Line Mode*	Session Line Mode ▼
	Session Line Mode
	Enhanced Line Mode
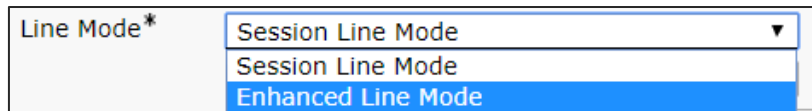
2. Use BAT to enable Enhanced Line Mode

Bulk Administration ▼   Help ▼

- Upload/Download Files
- Phones ▶ — Phone Template
- Users ▶ — Phone File Format ▶
- Phones & Users ▶ — Validate Phones
- Managers/Assistants ▶ — Insert Phones
- User Device Profiles ▶ — Update Phones ▶ — Query

1000   May 29 14:25

⌒ 1000   2003 #
⌒ 2001
⊘ Do not disturb
2002
🔑 Privacy

Redial   New call   Forward all
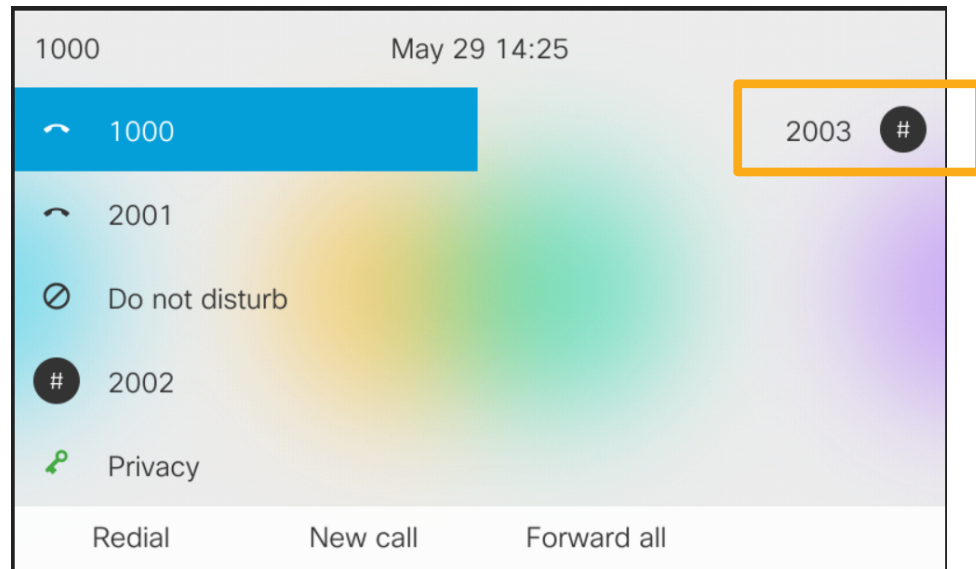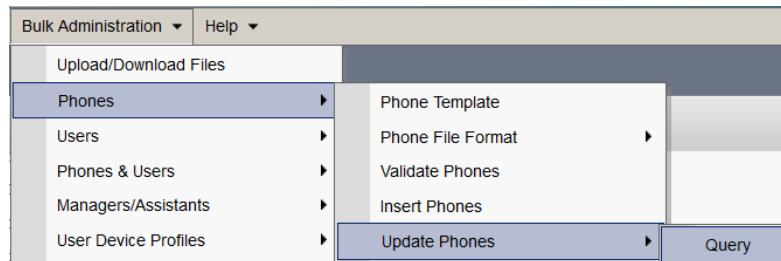
Multiple Registered Phones
http://cs.co/simple-phone-refresh

	Device Status Before Phone Migration	Phone Display During Migration
Scenario 1	Device 1–Registered Device 2–Unregistered	Phone Configuration settings of Device 2 will be migrated.
Scenario 2	Device 1–Registered Device 2–Registered Device 3–Unregistered	Phone Configuration settings of Device 3 will be migrated.
Scenario 3	Device 1–Registered Device 2–Unregistered Device 3–Unregistered	Displays the device list with the following: Description, Phone Model, and MAC Address. Users should choose the device from the list required for phone migration.
Scenario 4	Device 1–Unregistered Device 2–Unregistered Device 3–Unregistered	Displays the device list with the following: Description, Phone Model, and MAC Address. Users should choose the device from the list required for phone migration.
Scenario 5	Device 1–Registered Device 2–Registered Device 3–Registered	Displays the device list with the following: Description, Phone Model, and MAC Address. Users should choose the device from the list required for phone migration.
Scenario 6	More than 3 devices are in Registered or Unregistered states	Error screen: There is more than three device association for <ext.number> extension. Please contact the system administrator.

New Audio and Video Dual LCD KEMs

New Audio KEM
CP-8800-A-KEM=

New Video KEM
CP-8800-V-KEM=

Old Audio/Video KEM
CP-BEKEM=

100%
space
used

USB charging

4.3 inches
width

Unused
space

5.5 inches
width

No angle
for video
phones

No USB
charging

Customized KEM Wallpaper
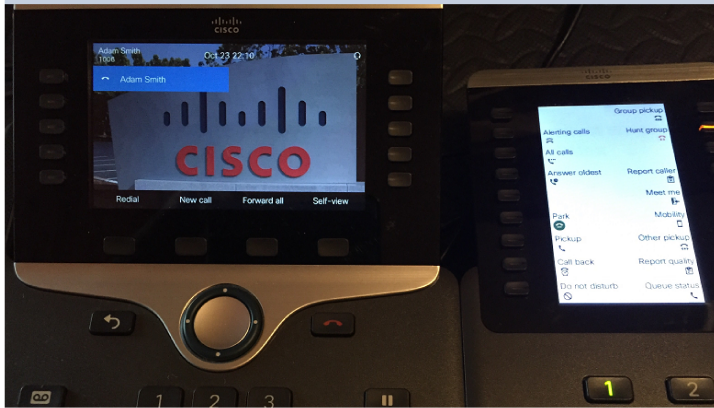
Before 12.7 (old KEM)

After 12.7 (old KEM)

Before 12.7 (new KEM)

After 12.7 (new KEM)

Customized KEM Wallpaper
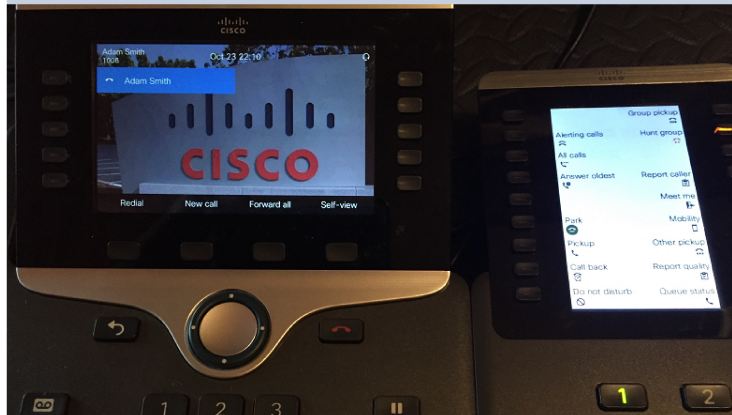
Before 12.7 (old KEM)   After 12.7 (old KEM)

1. Upload pictures to CUCM TFTP server, the pictures resolution should be fit phone or KEM screen. The pictures need to be the same name in all directories. Example: cisco1.png
   - Desktops/800x480x24 --- for main phone screen wallpaper
   - Desktops/320x480x24 --- for the new 8800-A/V-KEM wallpaper
   - Desktops/272x480x24 --- for BEKEM wallpaper
2. Restart TFTP. On a new Common Phone Profile, uncheck "Enable End User Access to Phone Background Image Setting. For "Background Image" put wallpaper (i.e., cisco1.png)
3. Apply Common Phone Profile to the phone.

Wallpaper Whitepaper Update

- Go to http://cs.co/custom-wallpaper

  or

- https://www.cisco.com/c/dam/en/us/products/collateral/collaboration-endpoints/unified-ip-phone-8800-series/white-paper-c11-740036.pdf
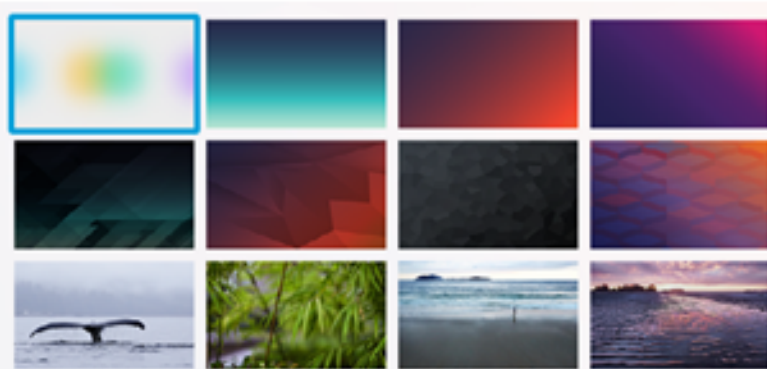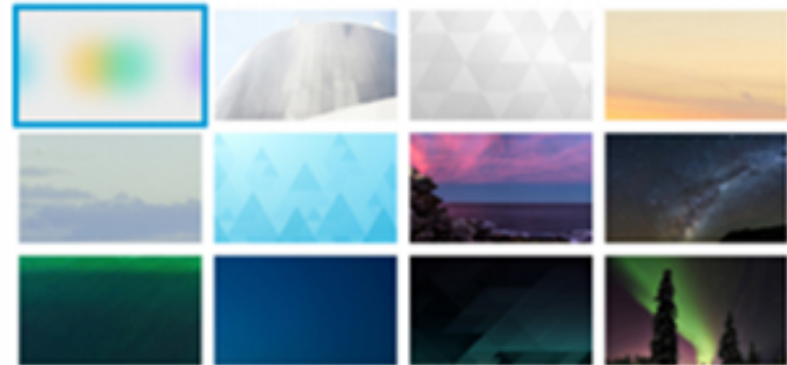
Old Backgrounds

New Backgrounds

Lower Your Voice

- Loud voice will trigger alert to lower your voice
- Useful in open office environments
- Works with handset or headset

That's a bit loud!
Consider lowering your voice.

Ignore

Settings

8	Headset sidetone	Low	🎧
9	Barge alert	Off	⏰
10	Spam call list		👤⊘
11	Power save indicator	Enabled	💡
12	Lower your voice alert	On	👤))

Exit   Off
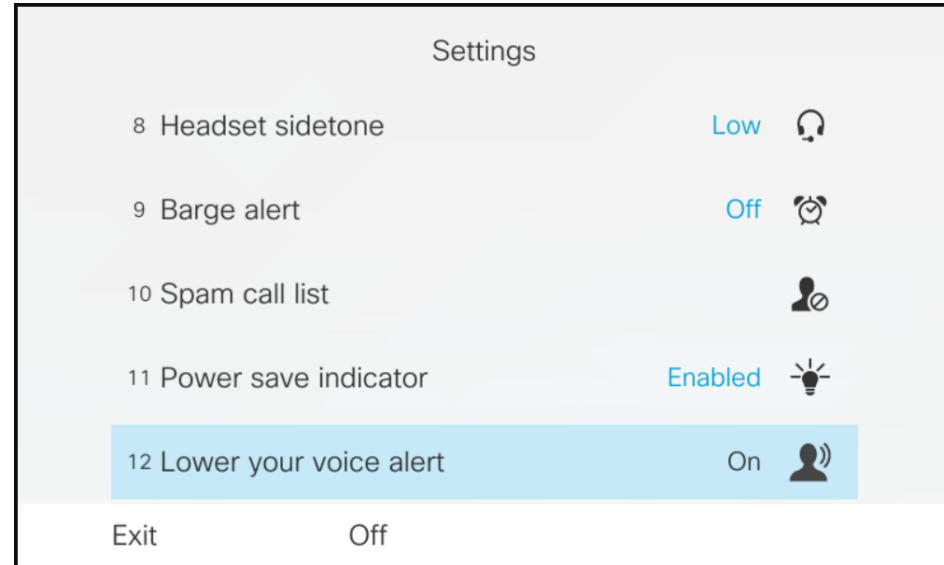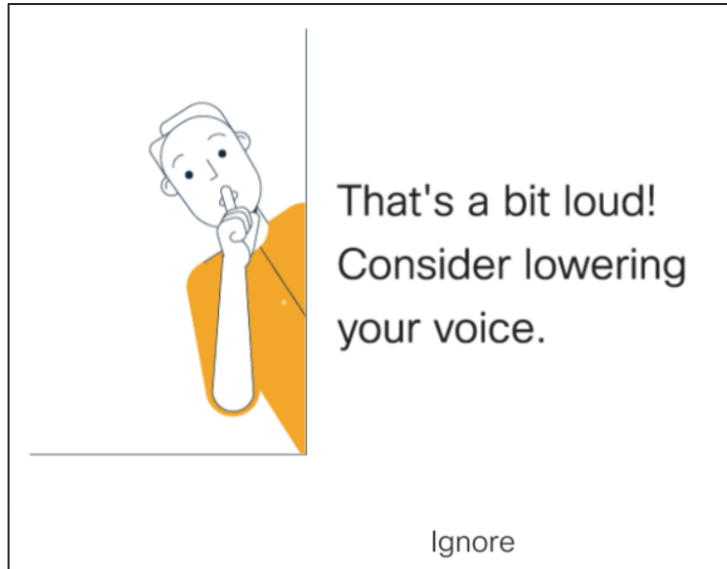
Spam Detection

- Allows end user to classify calls that are potential fraud or telemarketing using a softkey in call history or in a call
- Choosing "Potential Fraud" blocks the calls
- Choosing "Telemarketer" allows future calls but flags it
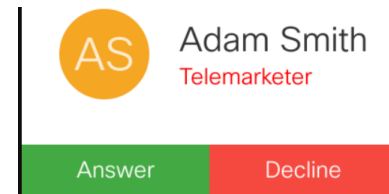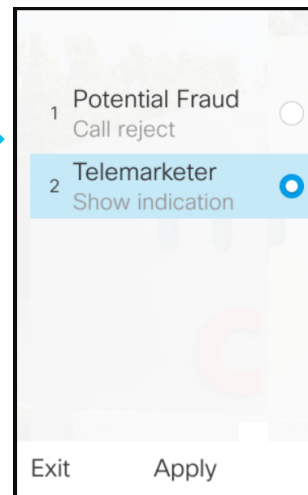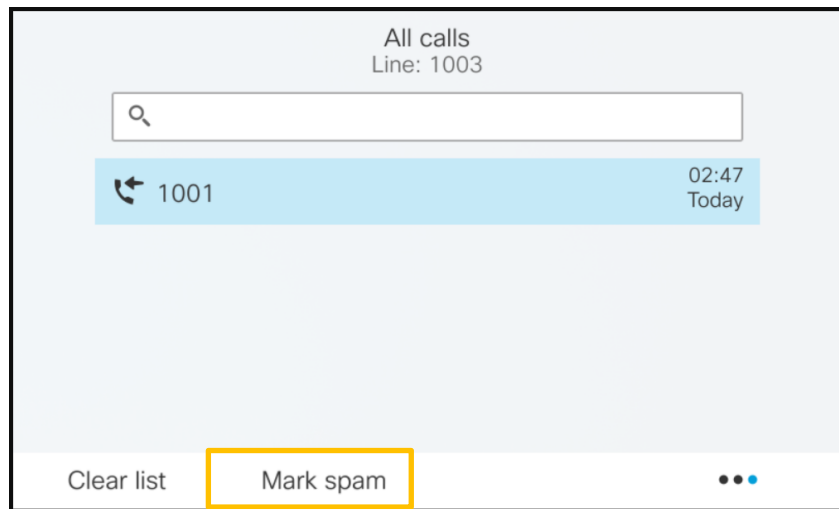
Lower Your Voice and Spam Call

12.7 Firmware
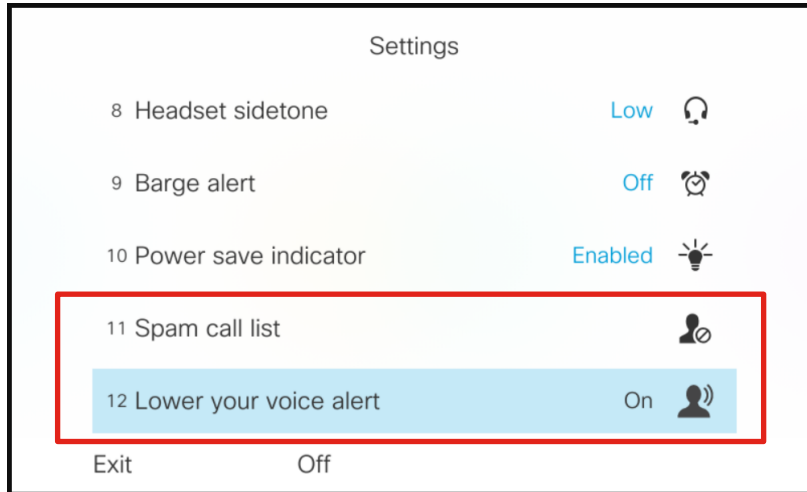
After Upgrade to 12.8
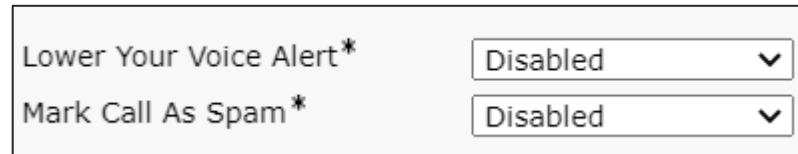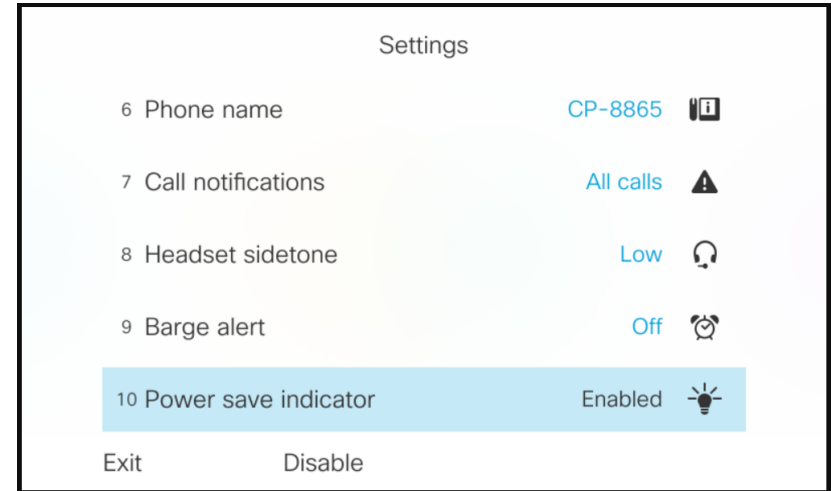
To re-enable features, upgrade to the latest device pack (parameter native in CUCM 11.5 SU8 and 12.5 SU3)

Disable Circular Light

Use cases:
- Hospitality
- Boats
- Environments requiring darkness
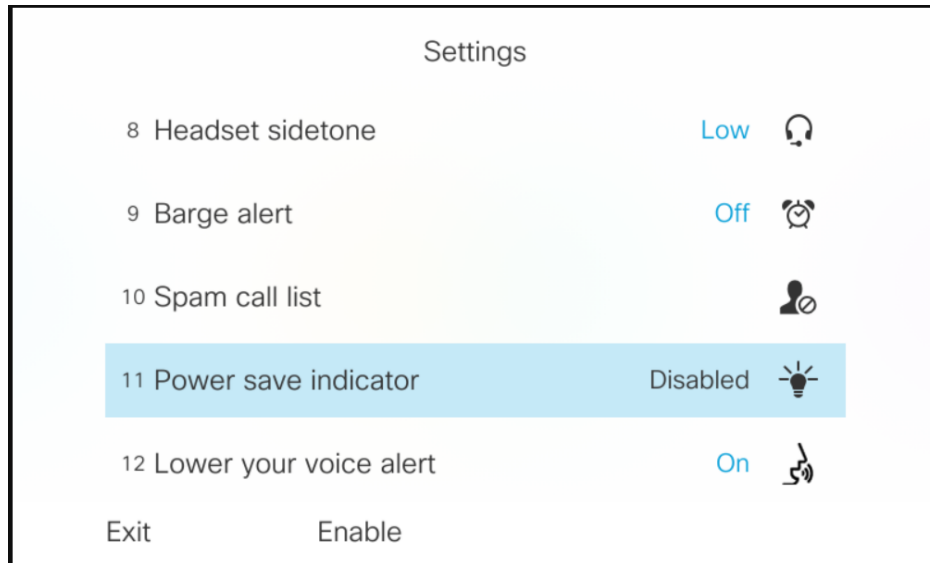
8821-EX

- Hazardous Locations certification (METLABS listing: E114610)
  - ANSI/ISA 12.12.01 & CAN/CSA C22.2 No. 213 Class I & II, Division 2 and Class III, Division 1 & 2
  - Atmospheres Explosibles (ATEX) Zone 2 *
- IP67 rated for dust and water protection in ordinary locations
- MIL-STD-810G Standard for durability
- HD voice quality and full-duplex speakerphone
- Wi-Fi IEEE 802.11a/b/g/n/ac
- Fast Secure Roaming (11r/FT, CCKM)
- SHA-256 certificate signature and 4096 bit key support
- Easy Provisioning (Dock + USB Dongle, CUCM WLAN Profiles, SCEP)
- Bluetooth 3.0
- XSI Application support

Multiplatform Phones

What are Multiplatform Phones?

- Open SIP Phones

- Connecting to:
  - Cisco Webex Calling
  - Cisco Broadsoft BroadCloud
  - Cisco Broadsoft BroadWorks
  - Other Cisco approved Unified Communications-as-a-Service (UCaaS) platforms

Successors to the now, End of Sale SPA phones, MPP firmware has many of the same traits as the SPA phones.

- Developed for the SMB market

- Managed by Service Providers

- Interoperability tested with third-party SIP-based systems

- Same rock solid quality as the On Premises Cisco IP Phones

A Brief History of Cisco IP Phones

Cloud (Partner Hosted)

HCS

BroadWorks

Cloud (Cisco Hosted)

UCM Cloud

BroadCloud

Webex Calling

On-Premises

CUCM

Approved 3rd Party Platforms

Firmware migration

8800s   7800s

8800s   7800s   6800s

Call Control - CUCM Based

Call Control - Open SIP Based
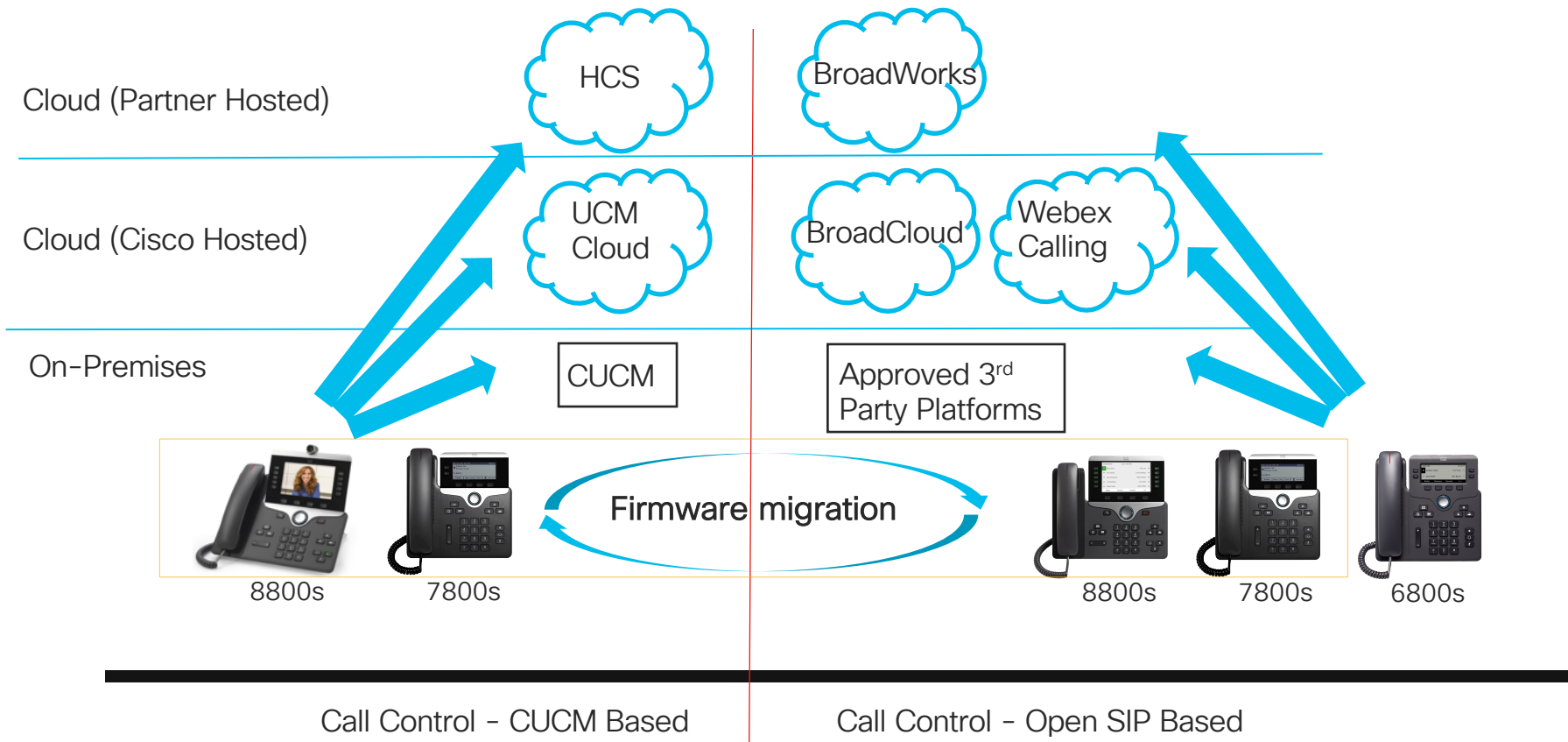
Firmware Migration Options for 7800/8800

CP-78XX-K9=
CP-88XX-K9=

Migration Permitted
from Enterprise to MPP
firmware or vice versa

CP-78XX-3PCC-K9=
CP-88XX-3PCC-K9=

- Existing on-premises phone migration permitted
- Buying new phones and immediately migrating is not permitted
- Costs waived under an eligible Flex plan

Migration process overview
http://upgrade.cisco.com

Check eligibility

- Check device eligibility (see Table 1 in the overview section)
- Check your subscription for eligible Webex Calling SKU (see Table 4 in the FAQ section)

Order licenses

- Appendix A: How to place an order
- Appendix B: Generate licenses for your devices

Set up and prepare

- Upload licenses to the Cloud Upgrader tool
- Add devices to the Webex® Calling portal
- [Optional] Upgrade phones to the latest firmware if registered to UCM
- [Optional] Set up DHCP options if staging the phones

Migrate phones

- Upgrade phones by following instructions on upgrade.cisco.com
- Upgrade via UCM or use a setup with DHCP options
- After upgrading to migration firmware, the rest is automatic

Resources

- [Phone Firmware Migration detailed guide](#)

- Cloud converter – https://upgrade.cisco.com

- Do it yourself

  - [Enterprise to MPP conversion guide](#)

  - [Phone Firmware Migration Bulk Provisioning guide](#)

The Cisco lineup of Multiplatform Phones

Cloud Only

CUCM or Cloud

Cisco 6800 Series

- New family of entry-level phones
- The only IP phones exclusive to multiplatform
- Enterprise-grade quality with a user experience similar to the 7800/8800 Series

Cisco 7800 Series

- Ideal for lightly-to highly-active voice users
- High-quality wideband audio
- Easy-to-use
- Backlit grey scale displays
- Speakerphone on all models

Cisco 8800 Series

- Ideal for knowledge and administrative workers, managers, and executives
- Color display and Bluetooth
- Cisco Intelligent Proximity for smartphone integration
- Optional key expansion modules

Cisco IP Phones 6800 Series

	6821	6841	6851
Screen	240 x 120 Backlit Mono (2.5")	396 x 162 Backlit Mono (3.5")	396 x 162 Backlit Mono (3.5")
Ethernet Switch	10/100	10/100/1000	10/100/1000
Programmable Line Keys	2	4	4
Programmable Soft Keys	2	4	4
Headset Port			
EHS Support (AUX)			
Full Duplex Speakerphone			
Wideband Audio		Handset Sold Separately	
POE Class	2		2
Optional KEM			1
Footstand	Single, upright position	Single, upright position	Single, upright position
Wall Mount			

Cisco IP Phone 6861

- Made for install challenging environments – Asbestos, Stone Walls, etc.

- 4-Line IP Phone

- Dual-Band Embedded Wi-Fi support 802.11a/b/g/n

- AP Auto Scan

- Full spectrum of CODEC support including Opus

Cisco IP Phone 6871

- 3.5" color LCD screen (480x272)

- 6 Programmable Line Keys

- Electronic Hook Switch (AUX)

- 1 x USB-A port for Headsets

- POE

- Gigabit Switch

Cisco IP DECT 6825 Handset and 210 Base Station

- Excellent Indoor / Outdoor Range

- Great Roaming / Mobility

- Secure Radio Communications

- Minimize installation costs, reduce time to dial tone

- Bluetooth and 3.5mm Headset jack

- Built-in Belt Clip

Comparing Multi-Cell and Single Cell DECT

Multi-Cell System		Single Cell System
Buildings, Retail, Factories, Etc.	**Ideal For**	Small Office, Home Office
Start Small, Pay As You Grow	**Investment Protection**	Start Small, Replace Infrastructure
Slight Premium	**Cost**	Entry Level Pricing
Up to 1,000 Phones	**Capacity**	8-10 Phones Max (Typically)
Add Basestations, extend Range and Capacity	**Expansion**	Add Repeaters to Extend Range, **Repeaters limit capacity**
Seamless handoff between basestations in the system	**Mobility, Roaming**	Roam within range of basestation and repeaters

MPP 6800 series - DECT Deployment Guide
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/MPP/6800-DECT/deployment/CiscoDECT6800DeploymentGuide.pdf

DBS-110 Single Cell Base, Repeater, &
6823 IP DECT Phone

Cisco DBS-110

- Single Cell Basestation and Repeater

- 30 SIP registrations

- 10 concurrent calls

- Differentiated by icon:

Cisco 6823 IP DECT phone

Color Display

Wideband Audio Support

Same battery, and talk time as Cisco 6825 IP DECT phone

Can be used with our multi-cell or single cell basestations and repeaters

A Brief History of Cisco IP Phones

Enterprise Firmware → 8800s 7800s → Enterprise Firmware: CUCM, HCS, UCM Cloud

Firmware Migration

MPP Firmware → 8800s 7800s → Webex Calling, BroadWorks, BroadCloud, Approved 3rd Party

6800s
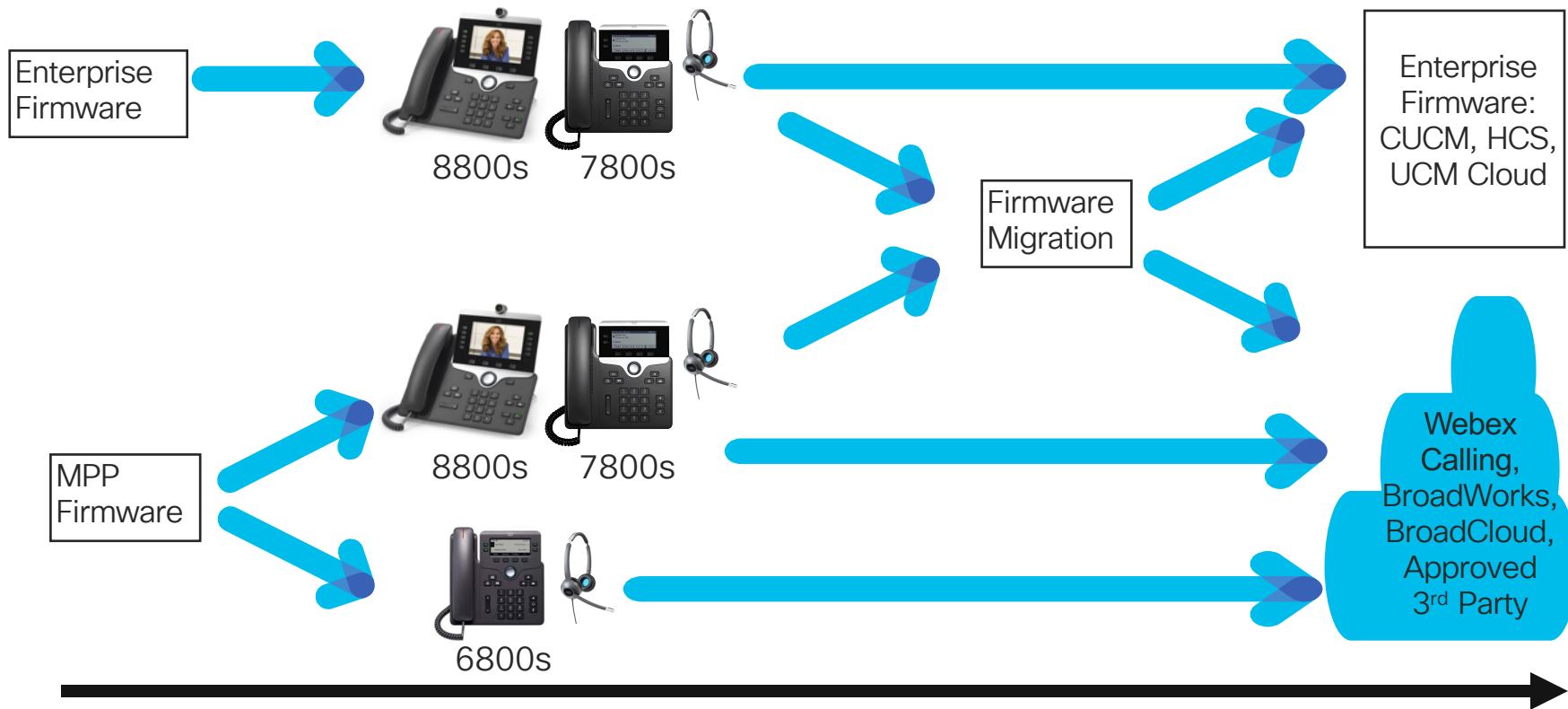
End of Part 1

Agenda

Part 1 – IP Phone Update

Part 2 – Headset Update

- Cisco Headset 500 Series

- Extension Mobility Headset Login

- Headset Management

- Cisco Headset 730 Series

Part 3 – Conference Phone Update

• Webex Room Phone

Cisco Headsets model comparison

reddot winner 2020

	730	**560 Series MultiBase**	**560 Series Standard Base**	**530 Series**	**520 Series**
Models	730	561/562	561/562	531/532	521/522
Designed for	Office/Mobile	Office/Contact Center	Office/Contact Center	Office/Contact Center	Office/Mobile
Type	Bluetooth 5.0	Wireless (DECT 6.0)	Wireless (DECT 6.0)	Wired with Quick Disconnect	Wired
Simultaneous connections	2 Bluetooth + 1 USB A	3*	1	1	1
Availability	Shipping Now	Shipping Now	Shipping Now	Shipping Now	Shipping Now
Connectors (included)	3.5mm and USB-A	USB and RJ9/RJ11 (Y cable)	USB and RJ9/RJ11 (Y cable)	QD to RJ9 (for phones) or QD to USB	3.5mm and USB

*1 Bluetooth Device + 2 Wired Devices (2 USB <u>or</u> 1 USB + 1 RJ9/RJ11)

End User Headset Customization and Cisco Phones

Headset Customization Availability	8851/61/65	8811/41/45	78xx
USB Cable (52x, 53x, 56x, 730)	Yes*	–	–
Y-cable (56x)	Yes	Yes	Yes

*500 series requires phone firmware 12.5(1)SR3 or later
*730 series requires phone firmware 12.7 or later

Record / Playback:
Test microphone

Gain:
Adjust the microphone gain

Equalizer:
Adjust audio tune/bass

Side Tone:
Adjust sound from microphone

Cisco Headset
500 Series

Exit   Setup

Cisco headset
Press Setup to configure the headset, otherwise this page will close in 8 seconds.
Exit   Setup

CUCM Upgrade Support via Phones or Jabber

- Headset firmware can be pushed to the 500 Series from any version of CUCM.

- Headset management for 500 series or the 730 requires CUCM 11.5 SU7+ or CUCM 12.5 SU1+. The 730 requires these versions for firmware upgrades as well or you can use a smartphone app to upgrade the Cisco Headset 730.

- You upgrade the headset using 7800/8800 running 12.5(1)SR3+, Jabber 12.6MR1+, or Webex Teams.

Cisco Jabber
David Scott
Available

Search or call

Cisco Jabber

⚠ A firmware update is available.

New firmware is available for your Cisco headset. Do you want to update? Please make sure your headset is docked for smooth upgrade.

Update   Cancel

1000   Sep 24 15:03

1000

Charles Holland

Ready to upgrade

Your headset firmware upgrade is ready. It can take several minutes and you can't use your headset during the upgrade. Do you want to upgrade now? 29

Postpone   Upgrade

Cisco Headset 521/522 and 531/532

- Wired Headsets
- Single and Dual Ear Piece Models
- Busy Indication
  - On-ear and on controller
- Powerful Noise Reduction
  - Excellent in open offices

521/522 Connector:

521/522 includes a 3.5mm connector and includes an in-line USB adapter

USB indicator

Incoming Call	Blinking Green	📞
Active Call	Steady Green	📞
Muted Call	Steady Green	📞
	Steady Red	📞

531/532 Connector Options:

USB

RJ-9:
for non-USB Cisco Phones

Cisco Headset 561/562 with Standard Base or Multibase

- **Wireless**
  - Exceptional Clarity
  - Extended Range (DECT 6.0)
- **Best-in-Class Audio**
  - Adaptive for voice and music
- **Easy Enterprise Deployment**
  - User-based Policy
  - Automatic Software Upgrades
  - Native Integration for Plug & Play
- **Robust On-Ear Controls**
  - Advanced call handling, mute, volume
- **Security**
  - 128 Bit – Step C (Highest DECT Standard)
- **Easy to Order**
  - Cisco cabling included

Standard Base Connectivity:
1 USB or RJ9/11 cable

CP-HS-WL-561-S-EU=
CP-HS-WL-562-S-EU=
Frequency Band: Europe, UK, Asia, South Africa, HK, Australia

Multibase Connectivity:
1 USB or RJ9/11 cable
1 USB to laptop or PC
1 Bluetooth connection

CP-HS-WL-561-M-EU=
CP-HS-WL-562-M-EU=
Frequency Band: Europe, UK, Asia, South Africa, HK, Australia

Extension Mobility login simplification with headsets
GA release: CUCM 11.5 SU8
Use the user identity associated to a headset to simplify Extension Mobility login to a CUCM / UCM Cloud registered phone

New Extension Mobility login option:

- Plug headset into an Extension Mobility enabled phone. Identity in the headset will perform an Extension Mobility login to the phone.

- Security conscious customers can enforce PIN entry as well.

- Enables headset for hot-desking in Open Workplace

Headset Extension Mobility Login
CUCM 12.5 SU3 & CUCM 11.5 SU8

How it works:

- Connect headset to trigger EM login

- Disconnect headset to trigger EM logout

- Headset can be associated to the end user in three ways

  - End user can associate themselves to a headset for EM via a screen pop up

  - End user can associate themselves to a headset for EM via the phone menu

  - The admin can associate the end user to a headset serial number in CUCM

Associate the headset to a user.

User ID

PIN

Exit   Submit

Success

Headset has successfully onboarded with user1 (EM-User1).
Would you like to sign in with Extension Mobility?

Cancel   Sign in

Headset Extension Mobility Login
CUCM 12.5 SU3 & CUCM 11.5 SU8

Once onboarded …

Connect headset to trigger EM login

Disconnect headset to trigger EM logout

Extension Mobility with headset.

Sign in with EM-User1

PIN   `1 2 3`

Exit   Submit   ⌫

Extension Mobility with headset.

Sign out EM-User1 from this device?
You will be signed out automatically within 5 minutes.

Cancel   Sign out

Headset Extension Mobility Login
CUCM 12.5 SU3 & CUCM 11.5 SU8

Supported phone/headset list with phone firmware 12.8 or higher:

1. 8851/51NR/61/65 with headset 521/522/531/532 via USB
2. 7821/41/61 and 8811/41/45 with headset 561/562 via Y cable (RJ9/RJ11)
3. 8851/51NR/61/65 with headset 561/562 via USB or Y cable (RJ9/RJ11)
4. 8851/51NR/61/65 with headset 730 via USB

Cisco Headset 560 Series Conferencing

- Allow a maximum of 3 guest headsets to pair with one dock (4 total)

- All headsets can talk to each other anytime, even if there is no active call

- Guest headsets join the call muted. They can unmute themselves if desired.

Connect:

1. Dock Guest headset in primary dock

2. Primary headset receives tone indication

3. Primary headset confirms with call button

Disconnect:

- Place the primary headset into primary dock

*Enabled by default in HS2.1

Cisco Headset 530 Series Y Training Cable

- You can connect a second headset for the purposes of training

- A switch on the cable allows only one microphone to be active at a time

- The color on each arm of the cable corresponds to the colors on the switch
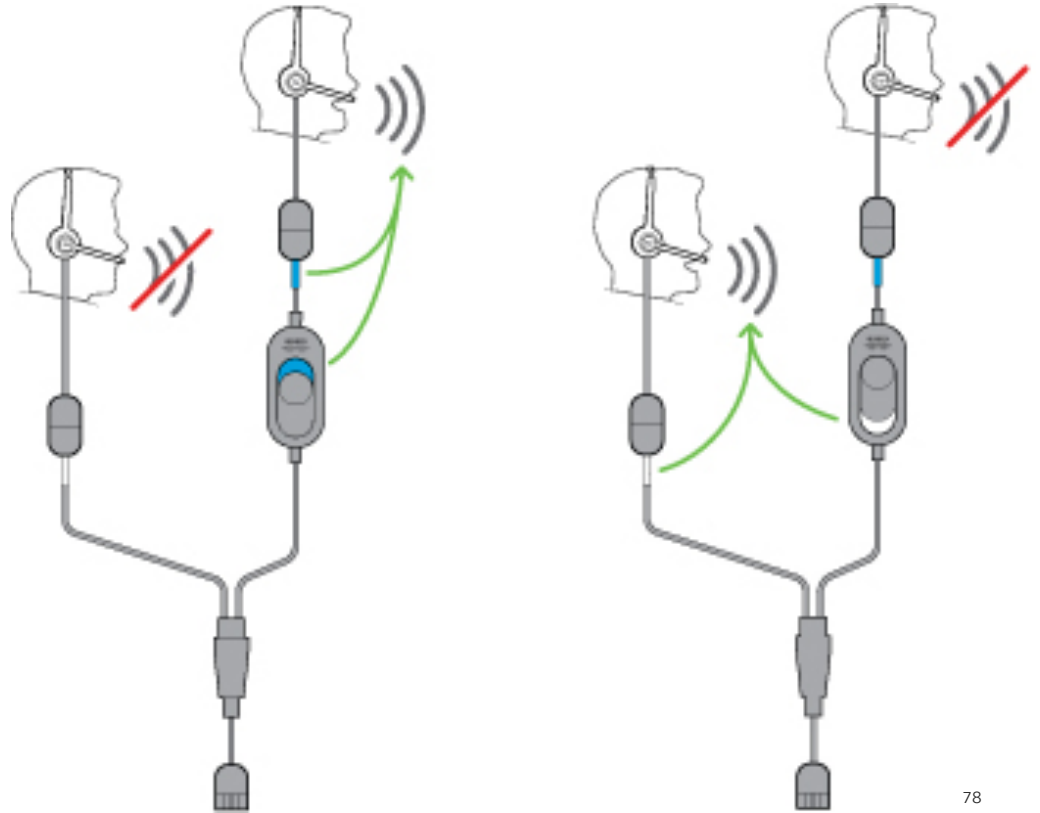
Multibase: Answer Call on Another Source

In 1-5-1-15, if there is incoming call on inactive source, the user will be not able to answer it via headset button

In firmware 2.0, the user can answer an incoming call on the inactive source via the headset button

Example:
- Cisco IP phone connects via USB-A
- PC connects via micro-USB
- While listening to music on PC, there is an incoming call on the Cisco IP phone
- Pressing call button on headset will answer the incoming call and auto-select the source USB-A

Show Admin Settings on Phone Web Page

The administrator can now see admin settings on phone webpage:
- Upgrade Status
- Upgrade Source
- Port: How the headset connects
- Version: Headset firmware
- Radio range: DECT Radio Range
- Bandwidth: Narrowband or Wideband
- Bluetooth: Enabled or Disabled
- Conference: Enabled or Disabled

UDI	phone
	Cisco IP Phone 8851, Global
	CP-8851
	V00
	FCH2050D3LF
Key expansion module 1 UDI	
Cisco Headset 560 Series with Standard Base	
	Port: USB
	Version: 2-0-0001-10
	Upgrade status: Upgrade in progress
	Radio range: Medium
	Bandwidth: Wideband
	Conference: Disable
	Firmware source: Restrict to UCM only
Time	16:39:15

E-Hook By Default for 7800/8800

Settings -> Aux Port -> Connect e-hook headset

Wireless Headset Hookswitch Control and Y-cable
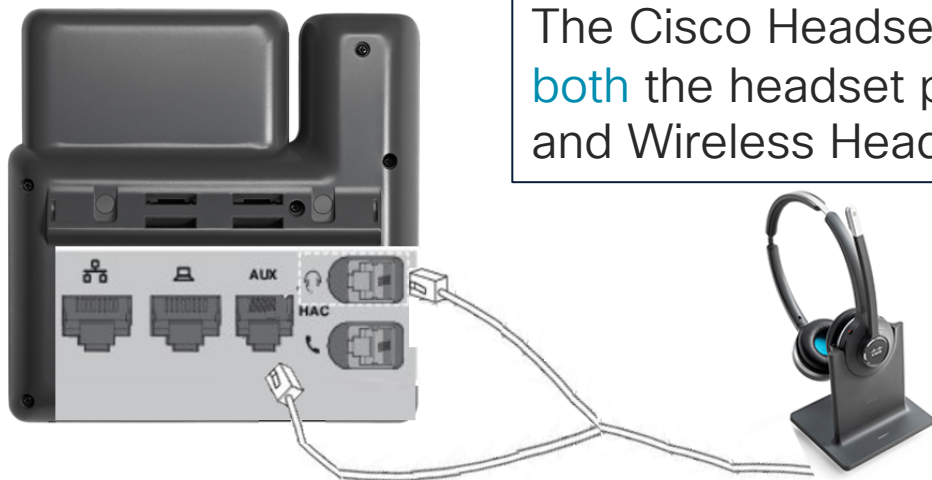
The Cisco Headset 560 Y-Cable must be plugged into both the headset port and the AUX port on the phone and Wireless Headset Hookswitch Control Enabled

RESOLVED IN 12.7 FIRMWARE. PHONE WILL AUTOMATICALLY ENABLE THIS PARAMETER

Wireless Headset Hookswitch Control*   Enabled ▼

Important! It is required to enable Wireless Headset Hookswitch Control parameter

on CUCM in order for the Y-cable to work on the 78xx or 8811/41/45

Cisco Headset Web Tool (beta)
Display Headset Info, Firmware Upgrade and Log Collection

- This is a web browser headset tool for customers unable to upgrade the headsets due to lack of CUCM, Cisco IP Phones, Jabber, or Webex Teams

- Available for Cisco 560 and 730 series headsets

- Supported browser:
  - Google Chrome develop version latest(84+)
  - Enable development flag (chrome://flags/#enable-experimental-web-platform-features).

Welcome to Cisco Headsets

1. Connect your headset to PC via USB.
2. Click next to scan your headset.
3. System will check the latest firmware.

Next

Cisco Headset 562

HEADSET S/N

FIRMWARE
HS1-5-1-15

DOCK S/N
WFG2246S0AS

FIRMWARE
1-5-1-15

Firmware (2-0-0001-10)

A new headset Firmware (2-0-0001-10) is now available.

Start Upgrade

Get headset logs

Multiple Application Call Control Handling

- **Before**: if you are running more than one soft phone application (such as Cisco Jabber, Webex Teams, WebEx Meeting App, Microsoft Skype for Business, Microsoft Teams) on your PC connected with Cisco headsets, you may experience unexpected call control behavior due to conflicts between applications.

- **What's new**: With the latest Cisco Jabber / Webex Teams / Cisco Headset release, we will provide a better Cisco on Cisco user experience when multiple applications are used at the same time. Cisco is the only headset vendor who is able to support multiple calls between applications.

Typical User Scenarios

- ## Multiple Incoming Calls
  - The user has both Cisco Jabber and Webex Teams running on the PC.
  - When there are incoming calls from both Cisco Jabber and Webex Teams, the user can press the call button on headset to answer the call, and the incoming call will follow a first come first serve basis.

- ## Multiple Calls Between Apps
  - The user has both Cisco Jabber and Webex Teams running on the PC.
  - There is an active call on Cisco Jabber. The headset is controlling Jabber.
  - The user answers or initiates a new call on Webex Teams from the PC. The headset switches call control from Jabber to Webex Teams.
  - After Webex Teams call ends, the headset switches its call control back to Cisco Jabber.

Webex Teams Integration with Cisco Headset

Headset upgrades can now be pushed from Webex Teams

1. There is no CUCM dependency

2. Webex Teams client detects existing model and firmware

3. Webex Teams client upgrades to newer firmware

4. Will work with Cisco Headset 500 and 730 series
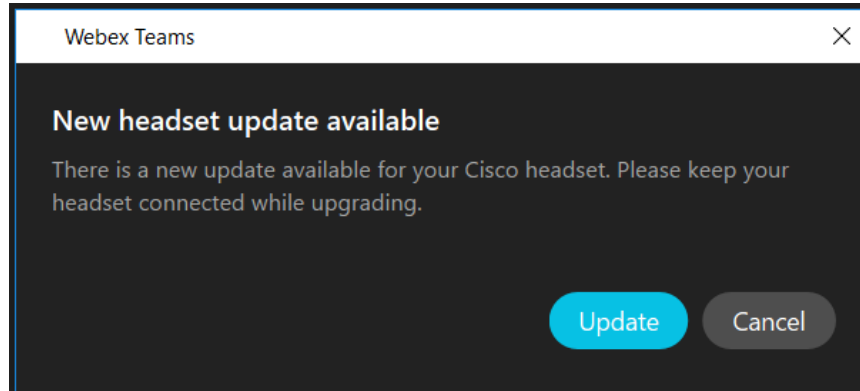
Headset Inventory in Webex Control Hub

Headset Integration with Finesse

Change Finesse Ready/Not-Ready status using only the Cisco Headset

1. Between calls, agents can toggle their status to Ready for a call or Not Ready by clicking the headset's Mute button.
2. During calls, the Mute button toggles the status to Mute or Unmute, maintaining current behavior during calls.
3. The headset base station LED displays the agent status (for example, Ready, Not ready) so that other agents know whether the agent is active by looking at the LED.

Ready

Not ready

Requirements
- 560 Headset 2.1 Firmware
- Cisco 8800 12.8 Firmware
- CUCM 11.5 SU8

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cucm/whitePaper/CUCM_Headsets_for_ContactCenter_WP.pdf

CUCM 12.5(1)SU1+ and CUCM 11.5(1)SU7+ Headset Management Features
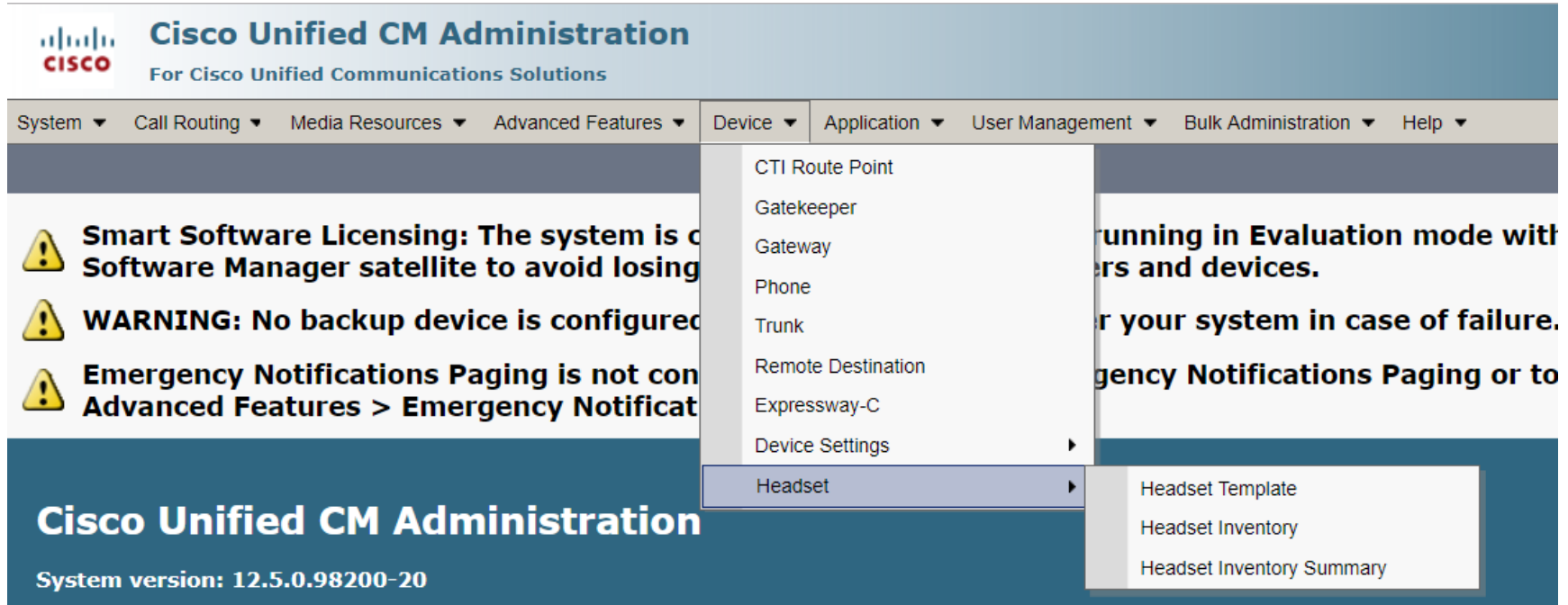
CUCM 12.5 SU1+ and 11.5 SU7+ Headset Support

- **Inventory Management:** CUCM will provide reports based on headset model, connection status, firmware releases, connections, and more

- **Remote Configuration:** CUCM will be able to control headset settings, including wireless power range, wideband/narrow band settings, firmware version, Bluetooth on/off, and more (along with templates to help guide administrators)

- **Analytics and Diagnostics**: CUCM call records (CMRs) will be enhanced with additional metrics from headsets, such as RSSI (wireless signal strength), frame errors, connection drop reason, beacon moves, audio settings, DECT bandwidth, and more

- **Remote Log collection:** The CUCM user interface and the Real Time Management Tool (RTMT) will be able to trigger log collection, including headset logs without any user involvement.

- **Firmware upgrade:** CUCM can push new firmware to headsets using Jabber and IP phones, without the need for extra headset management software. This capability is available today. With CUCM 12.5, administrators will be able to control firmware versions from a configuration template.

Headset Management
CUCM 12.5 SU1+ & CUCM 11.5 SU7+

Live demo here ➡ cs.co/headset-management

Headset Inventory

Headset Inventory by Model and Quantity

Headset Inventory Status: Active, Inactive, Unassigned

Cisco Unified CM Administration

For Cisco Unified Communications Solutions

CISCO

System ▾ | Call Routing ▾ | Media Resources ▾ | Advanced Features ▾ | Device ▾ | Application ▾ | User Management ▾ | Help ▾

Headset Inventory Summary

Headset Inventory by Model

Headset Model	Quantity
530	15
560	1
561	2
562	26
Non-cisco	14

Headset Inventory by Status

Headset Model	Active (Seen in the last 30 days)	Inactive (Not Seen in the last 30 days)	Unassigned (No End User association)
530	6	9	0
560	1	0	0
561	2	0	0
562	16	10	0
Non-cisco	11	3	0

Headset Inventory Detailed

Serial Number, Model, Type, Firmware, User, Template, Status, Phone, Software, Age

Select All   Clear All   Delete Selected

Status

ⓘ 4 records found

Headset Inventory   (1 - 4 of 4)   Rows per Page 50 ▾

Find Headset Inventory where Model ▾ begins with ▾ [   ] Find Clear Filter ➕ ➖

| ☐	Serial Number ▲	Model	Vendor	Type	Firmware	User	Template	Status(since)	Dock model	Device Name	Device Model	Software Version	Headset Age(days)
☐	GTK221712	530	Cisco	Wired	15-18-11			connected (05/15/2019)		CP-8865-SEPAC7E8AB60252	CP-8865	sip8845_65.12-5-1SR3-35	0
☐	WFG2303E01G	562	Cisco	DECT Wireless	1-5-1PA-118			disconnected (05/09/2019)	MB	CP-8865-SEP74A02FC10BF5	CP-8865	sip8845_65.12-5-1SR3-35	0
☐	WFG2238E1G0	562	Cisco	DECT Wireless	1-5-1PA-118	anita		disconnected (05/22/2019)	MB	CP-8861-SEP5006AB70FD8F	CP-8861	sip88xx.12-5-1SR3-35	5
☐	WFG2238E1PH	562	Cisco	DECT Wireless	1-5-1PA-118	adam		disconnected (05/20/2019)	SB	CP-8865-SEPAC7E8AB60297	CP-8865	sip8845_65.12-5-1SR3-35	13

93

Cisco Headset Service

- There is a new "Cisco Headset Service" in CUCM 12.5 SU1+ and CUCM 11.5 SU7+

- This service is required to be activated on both the publisher and subscribers in the cluster

Cisco Intercluster Lookup Service
☐ Cisco Location Bandwidth Manager
☐ Cisco Directory Number Alias Sync
☐ Cisco Directory Number Alias Lookup
☑ Cisco Headset Service
☑ Cisco Device Activation Service
☐ Cisco Dialed Number Analyzer Server
☐ Cisco Dialed Number Analyzer
☑ Cisco Tftp

Troubleshooting

- CUCM 12.5 SU1+ or 11.5 SU7+ can now remotely generate a Problem Report for 7800/8800 devices you select

- This greatly facilitates troubleshooting a headset attached to the phone

- The 7800/8800 phone must be running 12.5(1)SR3 or higher
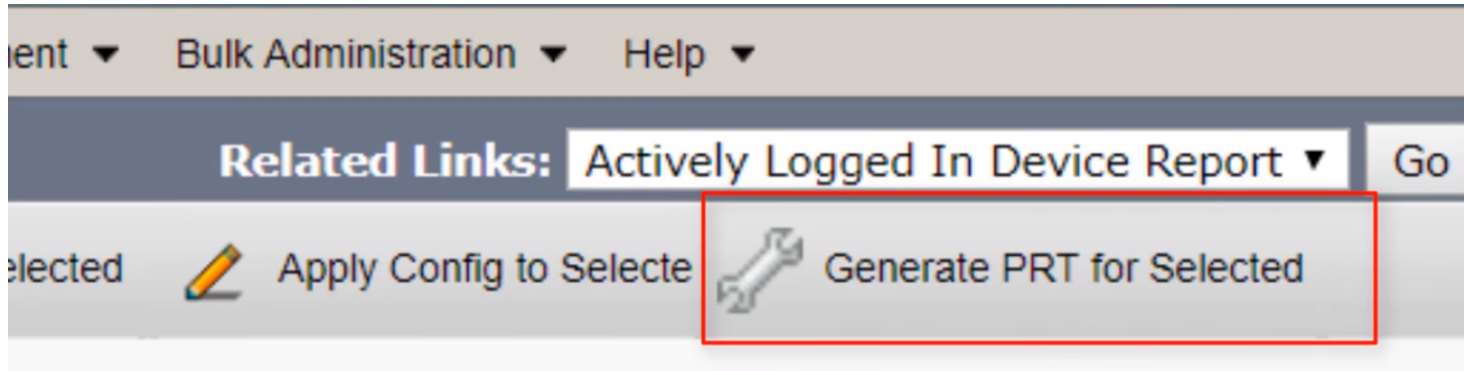
Diagnostics and Alarms

Headset will send related call information to Call Management Records

Data to be collected from headset:

Wireless Info – every call
- RSSI - relative signal strength (average, min, max)
- Frame Errors (total for the call)
- Call/Connection drop reason (N/A if not applicable)
- Beacon moves
- DECT bandwidth
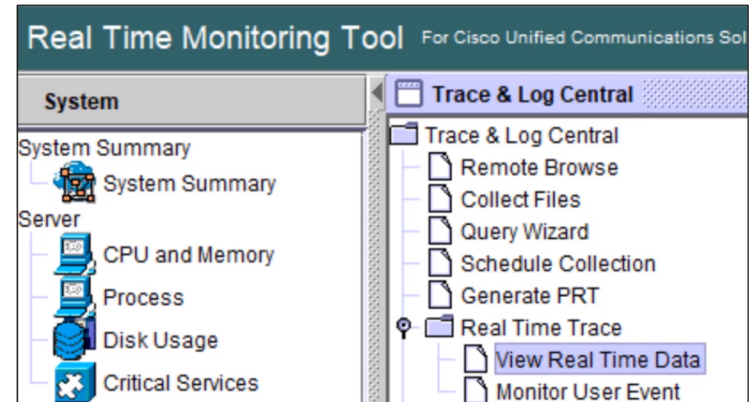
Headset Remote Configuration Minimum Requirements

	Pre-CUCM 12.5 SU1 or 11.5 SU7 (Global Policy)*	CUCM 12.5 SU1 (Per User Group Policy)
7800/8800 Phone	12.5(1)SR3	12.5(1)SR3
Jabber*	12.6MR+	12.6MR+

*Jabber 12.0 supports Cisco headsets

12.5 adds software upgrade

12.6 will support config management.

- Speaker Volume
- Microphone Gain
- Sidetone
- Equalizer (Tune)
- Audio bandwidth
- Bluetooth
- DECT Radio range
- Firmware Upgrade

Cisco Headset 2.0 Template Update

- New Firmware Source added
  - Allow from UCM or Cisco Cloud (firmware will upgrade only)
  - Restrict to UCM only (firmware may upgrade or downgrade)

- Headset Density & Power range enhancements
  - Medium (default) – balanced mode between user density and mobility
  - Auto – sparse workspace favoring roaming over user density
  - Short – densely populated space favoring user density over roaming

				7
		Speaker Volume	●————————	
		Microphone Gain	Default ▼	
		Sidetone	Low ▼	
		Equalizer	Default ▼	
560	Latest (2-0-0001-10) ▼	Audio Bandwidth	Wide Band ▼	
		Bluetooth	On ▼	
		Conference	Disable ▼	
		Firmware source	Allow from UCM or Cisco Cloud(firmware will upgrade only) ▼	
		DECT Radio Range	Medium Range ▼	

98

Cisco Headset DECT Whitepaper

- DECT Whitepaper

Cs.co/dect

- YouTube video walkthrough of whitepaper

https://youtu.be/7uGqDsRHWMI

White paper
Cisco public

cisco

How to Deploy DECT at Work for the Cisco Headset 560 Series

DECT deployment options for the Cisco Headset 560 Series

Setting Name	Option	Description
DECT radio range	Medium range (available in November 2019)	Medium transmitting power
	Short range	Low transmitting power
	Auto range	High transmitting power
Audio bandwidth	Narrowband	Lower bit rate
	Wideband	Higher bit rate

Cisco Headset 730

Cisco Headset 730: 360° view

Provisioning, inventory, diagnostics, and usage metrics

On-ear controls

Presence LED light

Boomless design with Clear Voice technology

Image authentication and Secure boot

Premium 40mm speakers

Voice Activated AI

Active Noise Cancellation and Ambient Mode

Cisco Headset 730

Premium Bluetooth Headset for business, personal and the journey between

- Innovative beam forming, Boomless technology enabling crystal clear calling

- Your Focus and Collaboration zones, one touch away

- Deep Cisco integration to extend the cognitive collaborative experience

- First Bluetooth headset with enterprise grade security

- Bluetooth, USB, and 3.5 mm connectivity options

- On-prem and Cloud solutions Management and Metrics

Cisco Headset 730

Platinum
HS-WL-730-BUNA-P

Carbon Black
HS-WL-730-BUNA-C

✅ Sleek microphone design

✅ On-ear buttons for easy call and music control

✅ Integrated presence LED light

Manual "Do not disturb"   Call presence

✅ Replaceable leather ear cups

✅ 2 colors options:

Platinum   Carbon Black

Premium audio and voice

✅ Clear Voice technology: Cisco's voice honing, boom less design coupled with adaptive noise cancellation, background noise suppression, and side tone enabling crystal clear audio. Anytime.

✅ Switch between noise cancelling modes:
- Noise cancellation (NC) – block out environment noise for optimal calling and music experience
- Ambient (AMB) – ability to hear conversations in user's environment

✅ Premium codecs and 40 mm speakers for exceptional calling and music experience

✅ Adjustable equalizer settings

✅ Voice activated AI: Access Google Assistant, Siri, or Cortana through your headset

Ear controls and battery

Call Side (Left)

2s
ON
Incoming call
Active call
1x 2x 1x 2s

Music Side (Right)

1x
Voice Assistant 2X
AMB
OFF
NC
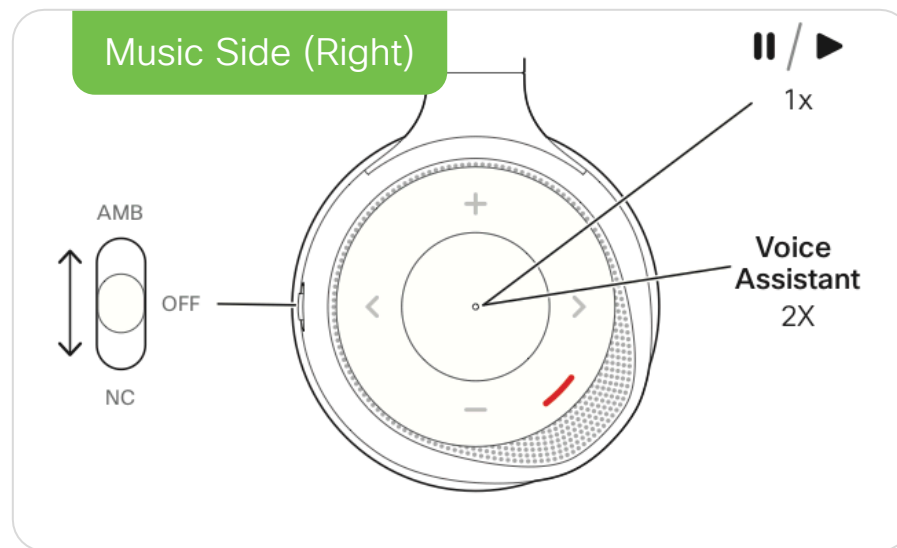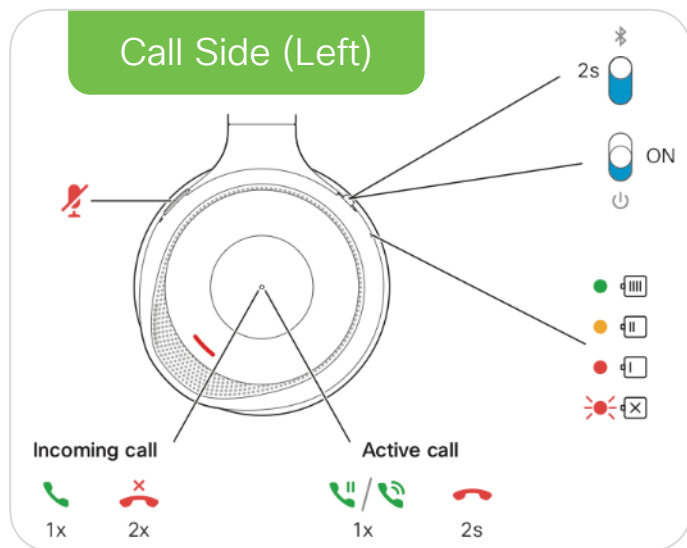
Battery	Talk time with ANC **18+ hours**	Music/listen time with ANC **25+ hours**	Charging Time **150 mins** (Full charge) **10 mins** (Quick charge for 1-hour talk time)

Power/Bluetooth

✅ The Power/Bluetooth switch is located on the back of the left ear cup.

✅ To **turn on**, slide the Power/Bluetooth switch up and let go. A voice notification will state remaining battery life.

✅ The power LED light also signals the **battery life**.

✅ While wearing the headset, slide the switch up and let go to hear the remaining battery life.

✅ To **turn off,** slide the power/Bluetooth switch down.

Pairing Mode

✅ Slide the Power/Bluetooth switch up.

✅ Hold for 2 seconds until you hear **"Pairing mode, look for Cisco Headset 730 in your list of Bluetooth devices",** and the Bluetooth LED will blink.

✅ The headset is now in pairing mode and is discoverable.

✅ Once paired, you will hear **"Connected."**

Noise Cancelling Switch

The Noise Cancelling switch is located on the back of the right ear cup.

✅ Slide the switch down to turn on noise cancellation (NC)

✅ Slide the switch up to turn on ambient (AMB)

✅ Slide the switch in the center to turn off both AMB and NC

Call control side – left

- ✅ The call control side is located on the face of the left ear cup.

- ✅ Press the call button **once** to answer an incoming call.

- ✅ Press the call button **once** to hold an active call.

- ✅ Press the call button **twice** to reject an incoming call.

- ✅ **Press and hold** the call button for two second to end a call.

Music control side – right

✅ The music control side is located on the face of the right ear cup.

✅ Press **<** or **>** to skip a track on your music.

✅ Press **+** or **–** to adjust your music or call volume.

✅ Press the center button to pause or resume your music playback.

✅ If you have Auto Pause/Play enabled in the Cisco Headsets app, it will automatically pause music playback when taking off the headset or resume music playback when putting on headset.

Cisco Headset 730 accessories

Included:

Travel Case

Cables:

USB A 3.5 MM

USB HD Adapter

Optional:

Charging Stand

Headset support minimum requirements

	Connection	CUCM	8800 Support USB or Bluetooth	8800 Phone Firmware	Jabber	DX and Desk Pro
730	Bluetooth 5.0, USB A, and 3.5mm	All versions for basic audio. Upgrades and management require 11.5 SU7+ or 12.5 SU1+	8851/61/65	12.7	12.7*	CE or RoomOS

Simultaneous Connections: 2
Bluetooth + 1 USB

CUCM 11.5(1)SU7+ and 12.5(1)SU1+
Firmware Updates and Remote Configuration

* Jabber 12.7 will support configuration management on Windows and MAC using either Bluetooth or USB.

8800 phone support for Cisco Headset 730 Series

Users can customize their headset from the phone screen. The 730 USB cable can connect to the 8851/61/65 for:

- Charging the headset
- Firmware upgrade*
- Customization*
- Inventory management*

  * Requires CUCM 12.5 SU1 or 11.5 SU7 or later

Connection Type	8845	8851	8861	8865
USB (Adaptor or USB-C cable)	Not supported	Supported	Supported	Supported
Bluetooth (pairing with phone)	Supported	Supported	Supported	Supported

Cisco Headset app for iPhone and Android

Upgrade Firmware

Battery Status

Help

Optimize Equalizer

Change Bluetooth Connections

Customize Settings

Cisco HS 730-049

New firmware update is available. Tap to install

15 hours left

VOICE   MUSIC   CINEMA

Connected to
David's Phone

Home   How To   Settings

End of Part 2

CISCO *Live!*
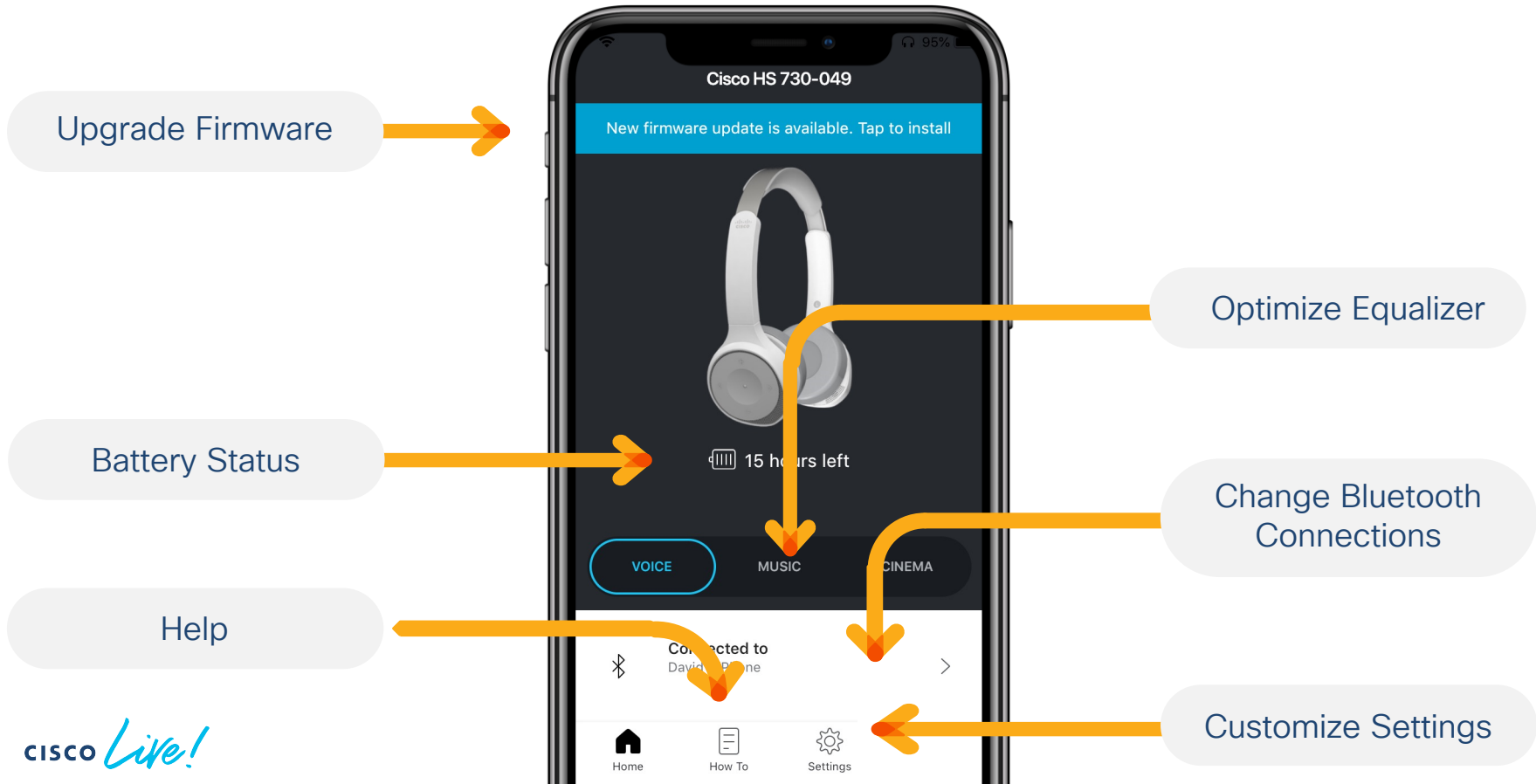
Webex Room Phone

Today's huddle spaces restrict collaboration

37%
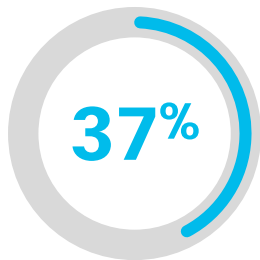
only have
local sharing

46% have no audio or video

17%
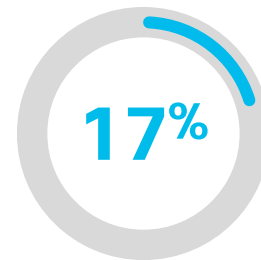
have audio
and video

The result? | Departments buy their own | Low quality, weak security products | No standard across the enterprise

Cisco Webex Room Phone

Superior Audio quality

360-degree HD audio with echo cancellation and noise reduction

Smart meetings

Flexible sharing – wireless, wired and guest, Active speaker and participant list

Easy Meeting join

Room calendar, One button to push and zero touch proximity with Webex apps

Simple Management

Control Hub to provision and monitor usage

Using the power of the Webex platform and a simple, familiar interface.

Cisco huddle & meeting space devices

		Share Content	Audio	Video	Co-Create
	Webex Board	✓	✓	✓	✓
	Webex Room Series	✓	✓	✓	
NEW	**Webex Room Phone**	✓	✓		
	Webex Share	✓			

SIMPLE | CONNECTED | SCALABLE | COGNITIVE

Evolution of conference phone

8832

Webex
Room Phone

8831

7832

2014

2016

2020

Cisco Webex Room Phone

Touch sensitive
Volume Control

Touch sensitive
Mute

6" Full HD
Touch Screen
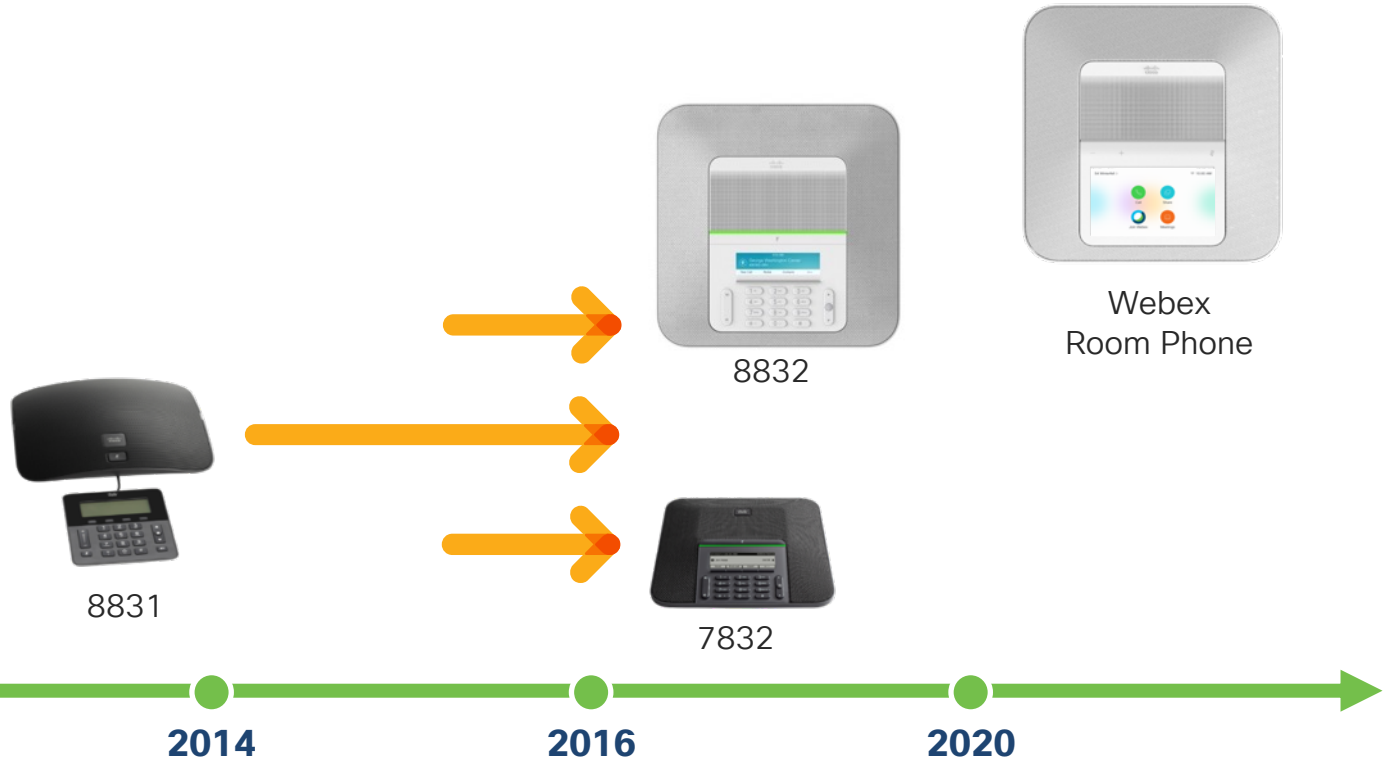
Room Phone – backplane connectors

HDMI–in
Screen Share Input

PoE

HDMI–out
Display Output

Room Phone - internals

Speaker Grill

Touch and LCD Module

Top cover

Speaker - tweeter

Main board

Speaker Chamber

Speaker - Woofer

Bottom cover
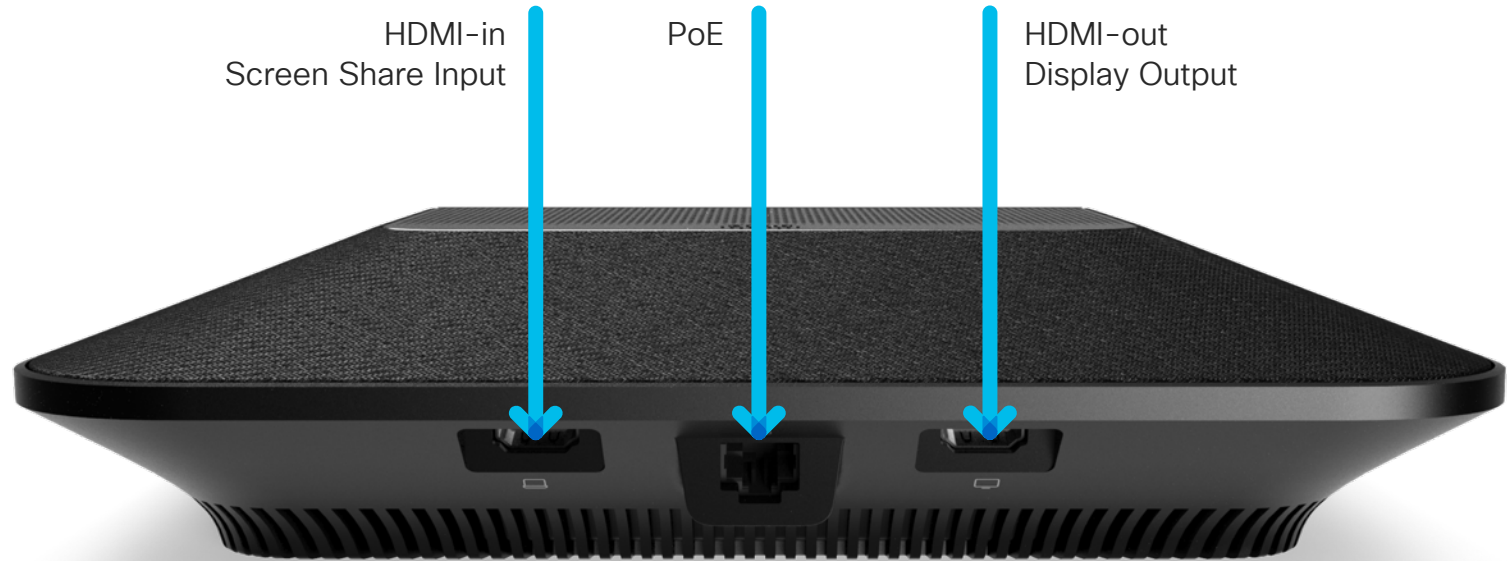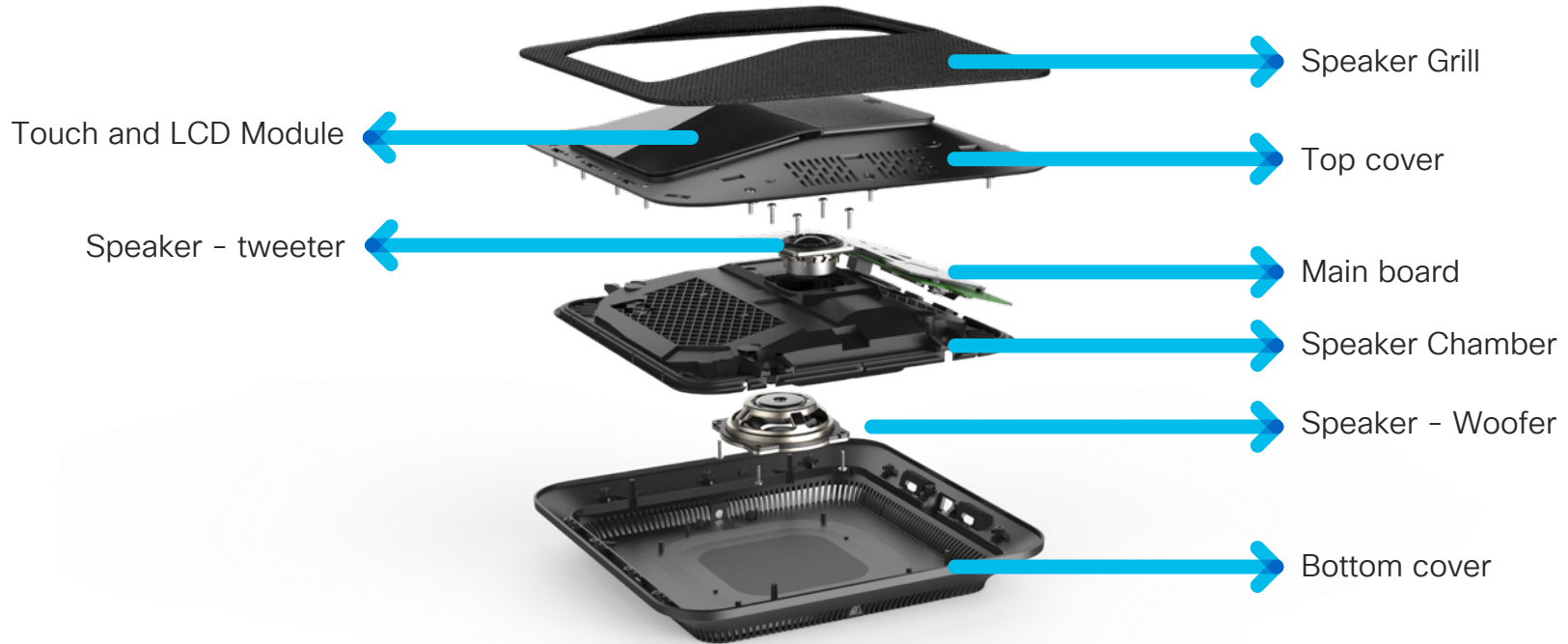
Room Phone - installation

Network and Power options:

POE (Class 3 devices)
Connect network cable between RJ45 port on device and wall port

Non-POE

1. Connect network cable between RJ45 port on device and POE injector port

2. Connect POE injector to power source and to wall port

Power over Ethernet

Ethernet with a Power Adapter
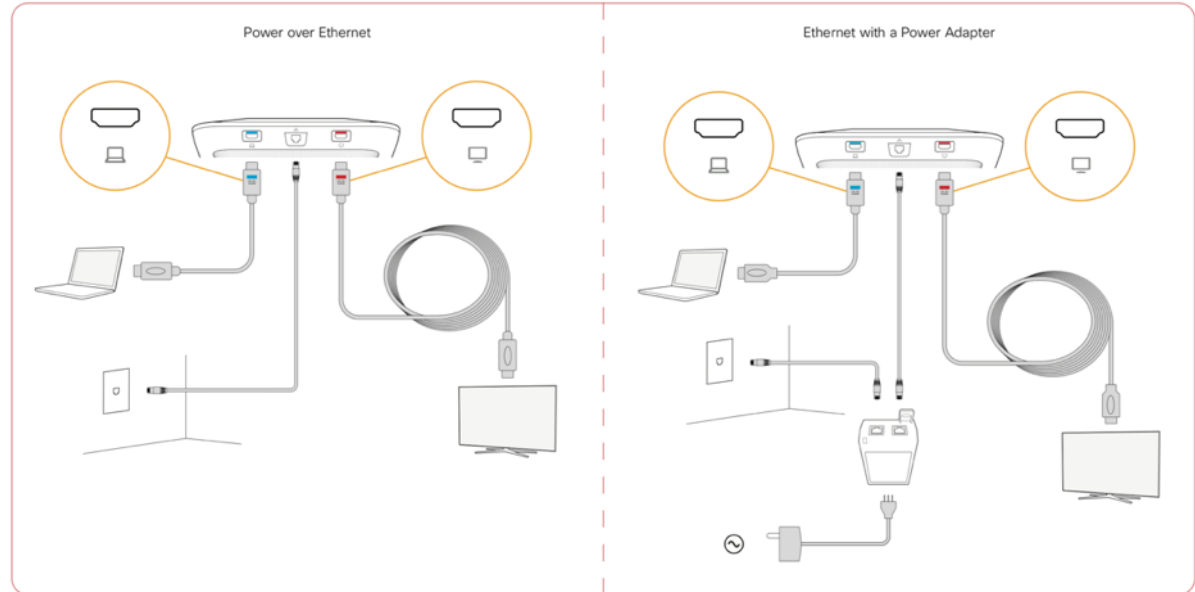
Great audio for huddle and beyond

Studio monitor full-range speaker
dynamic, detailed sound with low distortion and low-frequency clarity provides exceptionally clear and natural audio quality

Reduce distractions
Acoustic echo cancellation and noise reduction provides Full-duplex audio without echo at 50 cm even in long reverberation (around 1sec) meeting rooms

Dynamic Noise Reduction reduces background noise without impacting audio quality

Comfort Noise Generation Improves subjective audio quality

Room phone – microphones

→ 4 super-cardioid microphones

→ Suppresses echo physically and ensure 360-degree coverage

→ Frequency range from 100Hz to 12KHz.

→ 2 omni-directional wired microphone

Mic Connector

7 ft. length
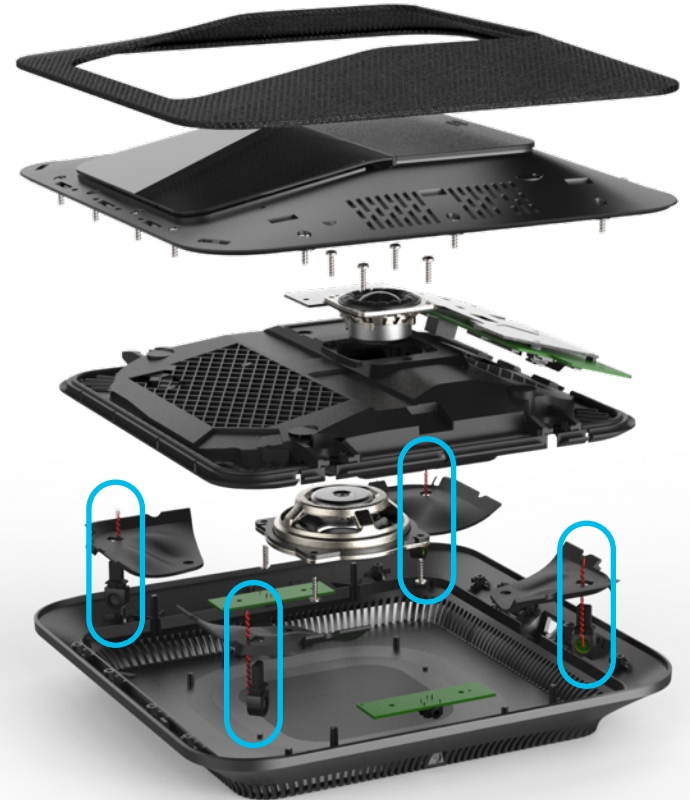
Room phone- recommendations

![checkmark icon] The 4 super-cardioid microphones on the Room Phone are tuned to work best in rooms with upto to 10 people (20X20ft)

![checkmark icon] The 2 omni-directional wired microphones expands support to rooms with upto 22 people (20X34ft)

20 x 34 foot room
22 people
1 base unit
2 wired mics
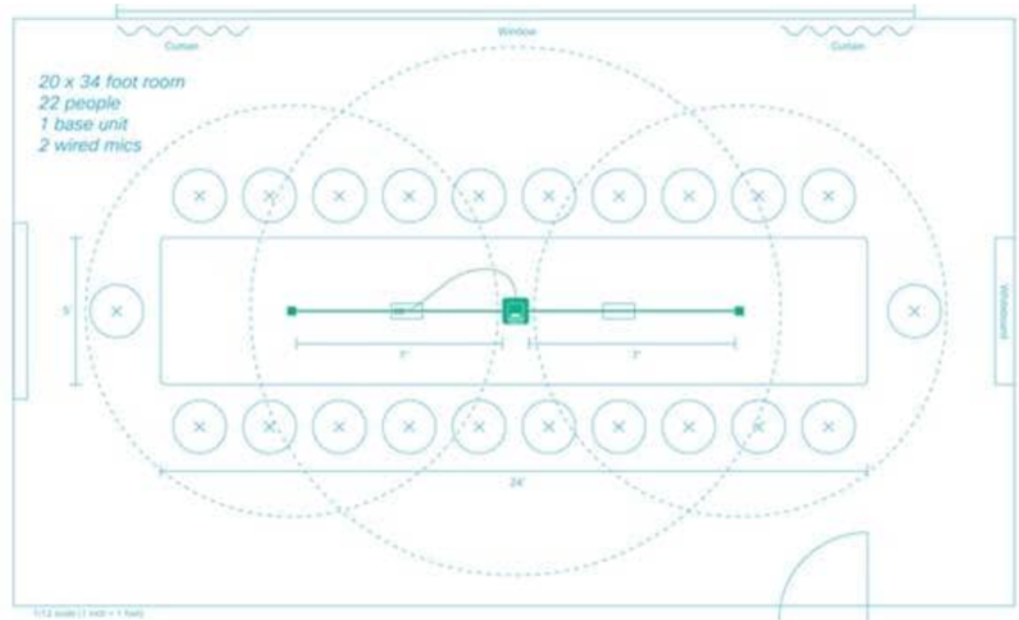
Calling – search and dial

Easily find contacts and dial work or mobile numbers
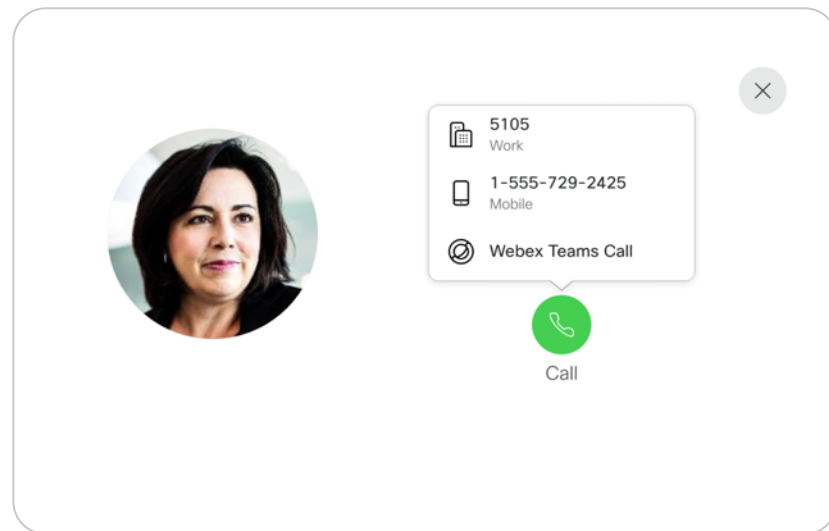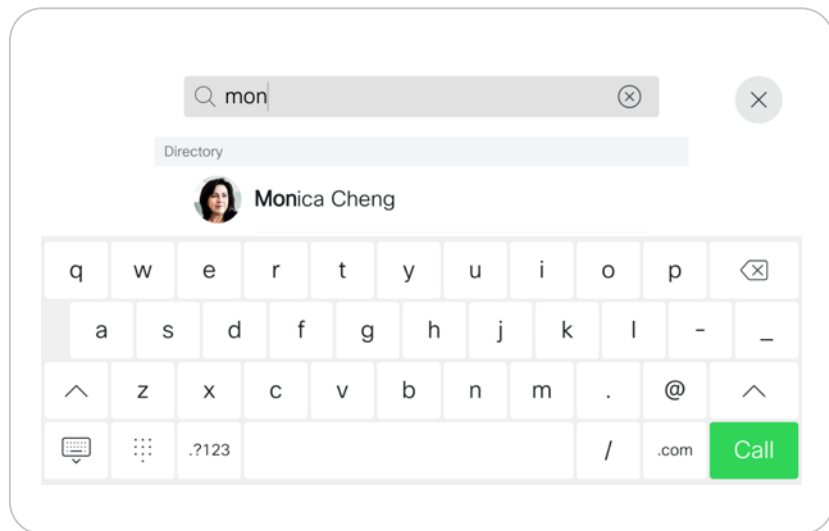
* Requires WebEx activation and DirSync, onprem directories – roadmap

Room calendar and one button to join
Quickly join scheduled meeting with one button

Upcoming meeting

Clock

Meeting alert – Join, Remind or Ignore

Upcoming meetings

Starting in 4 minutes
Room reserved

Webex Room Phone sync

09:15 PM - 09:45 PM

Organized by Subramanian Kasi Subramanian

No more meetings today

09:11 PM

Saturday, May 30

Webex Room Phone sync

Join   Remind later   Ignore
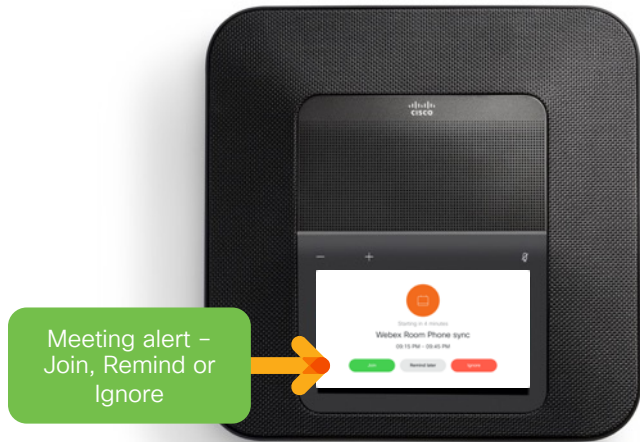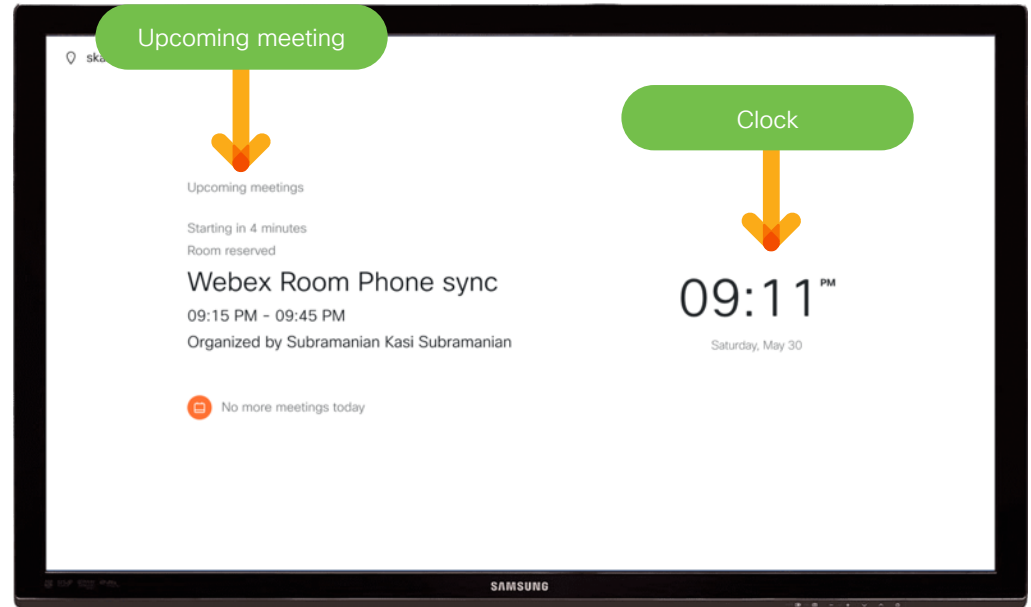
* Requires WebEx activation and hybrid calendar

Touchless meeting join

User greeted, automatic pairing using proximity and join through Webex apps on Laptop or Mobile device

Automatic Pairing and Join Button

User greeting
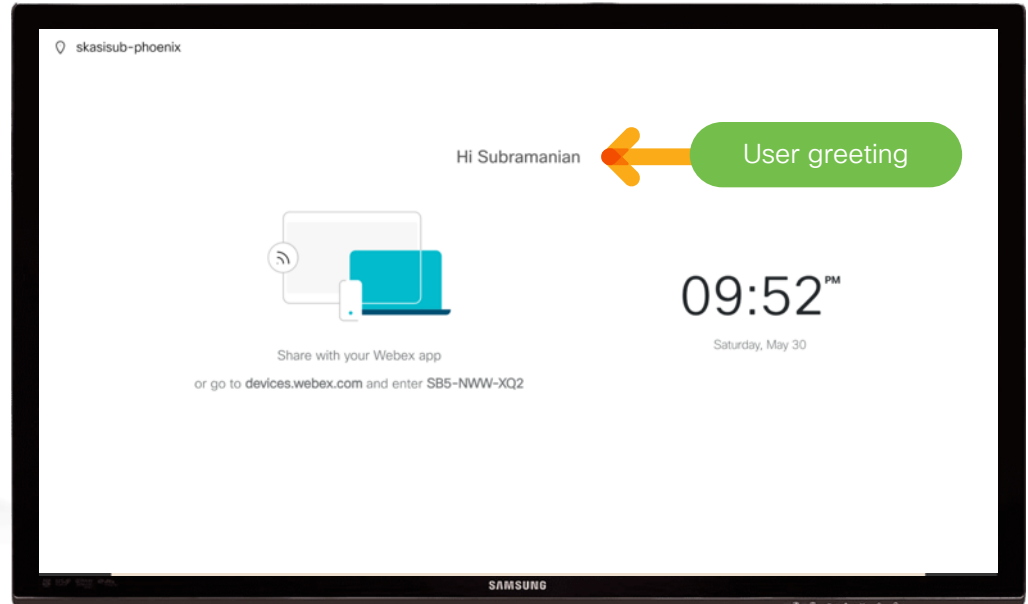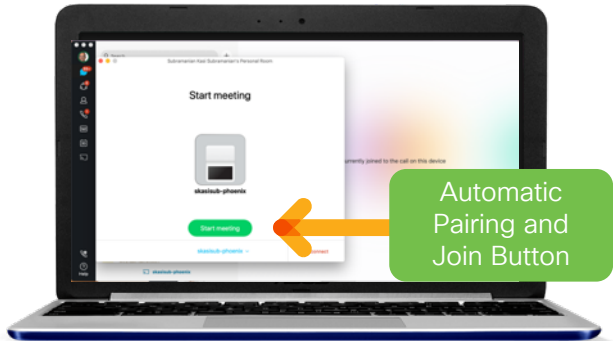
* Requires WebEx activation and Webex meetings or Webex teams client

Wireless in-meeting controls
Control mute and volume status using Webex apps

Mute and Volume Controls

* Requires WebEx activation, supported in Webex meetings or Webex teams client

Active speaker and participant list
In-meeting context for collaborative meetings

Participant list with Active speaker, share and mute status

Screen share

Active speaker

* Requires Webex activation, supported in Webex meetings

Wireless sharing – Webex apps
Share content wirelessly through Webex apps

- Share screen or specific application
- Option to Optimize for motion and video sacrifices some resolution in favor of a higher framerate.
- Share with audio, audio is played out through Room Phone speakers
- Device supports up to 1080p30fps (limited by senders/clients capabilities)
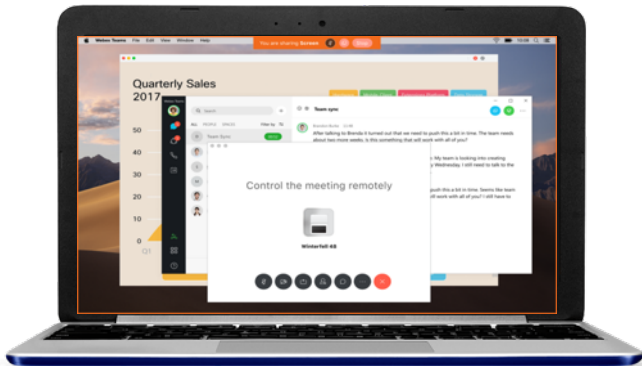
* Requires Webex activation, supported in Webex meetings and calls. Sharing in onprem calls – roadmap

Guest sharing
Share content locally through web browser

- No Webex account required
- The pairing code shows on the external display
- Go to **devices.webex.com** and enter the code and the 4-digit PIN to confirm pairing

Browse to
devices.webex.com

skasisub-phoenix

03:31 PM

Monday, Jun 1

Share with your Webex app

or go to devices.webex.com and enter QL8-Q2J-WDL

Pairing Code

SAMSUNG
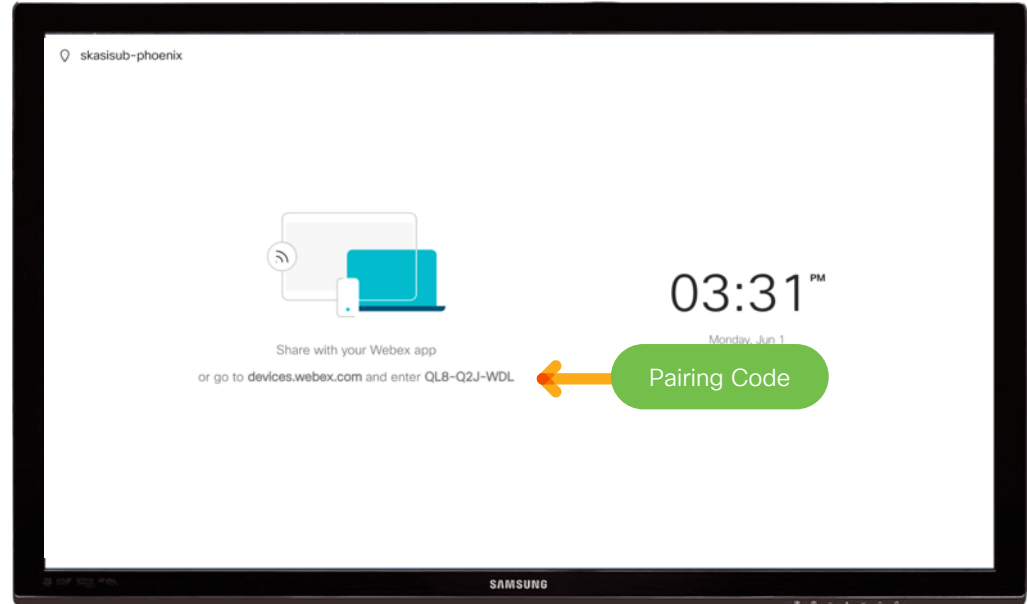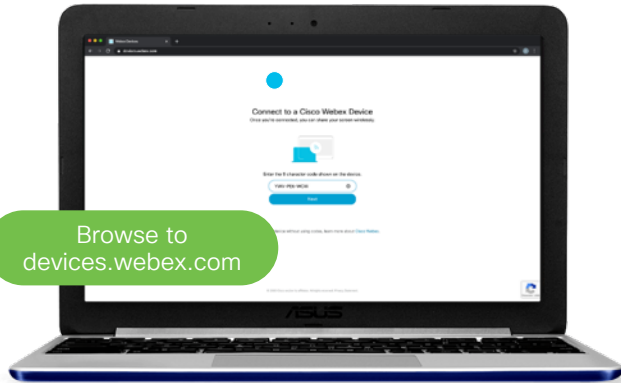
* Device requires Webex activation

Guest sharing
Share content locally through web browser

Share screen, specific applications or browser tab

Option to optimize for motion and video sacrifices some resolution in favor of a higher framerate.

You're connected!
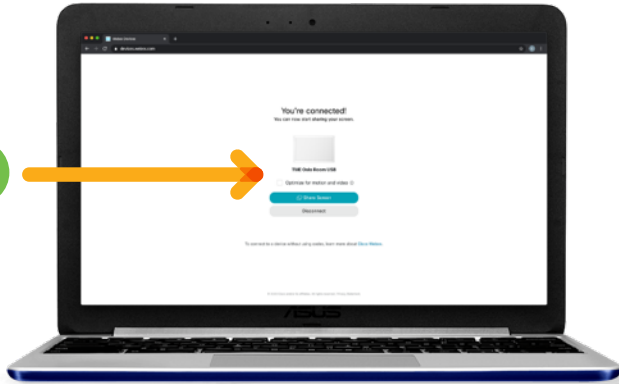
Select an app to share
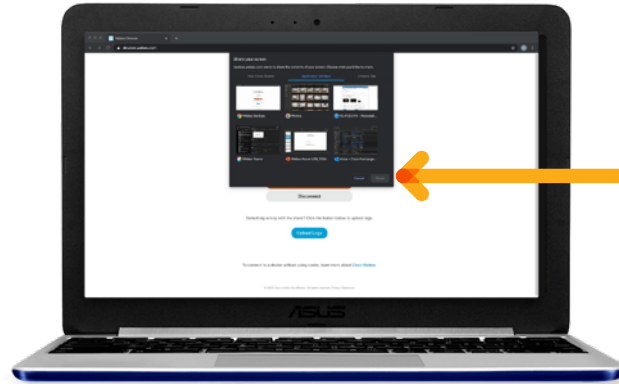
* Device requires Webex activation

Cable sharing
Share using HDMI cable locally or preview and share in Webex meetings

- Share content and audio locally
- Preview and share content with audio in a Webex call or meeting
- Capable of sharing up-to 1080p30
- Content audio is played out through Room Phone speakers

Preview and Share in call

Quarterly Sales 2017

Hardware Mobile Client Extensions Platform Data Storage

+1,3%
+4%
-0,2%
+2%

50
40
30
20
10
0

Q1 Q2 Q3 Q4

Hardware Mobile Client Extensions Platform Data Storage

BB-10212

SAMSUNG

Alex Narang Adrian Delamico Alison Johnson Julie Lee Meeting room 1 Sherry McKenna +5

* Requires WebEx activation, supported in Webex meetings and calls. Sharing in onprem calls - roadmap

Digital signage

Deliver content to screens (image carousel) through Appspace integration

Signage content

Half wake

COVID-19

MAINTAINING MENTAL HEALTH

As you protect your physical health during the COVID-19 outbreak, take care of your mental health, too.

Tap the conference phone screen or start an activity from the Webex app

SAMSUNG

Help text
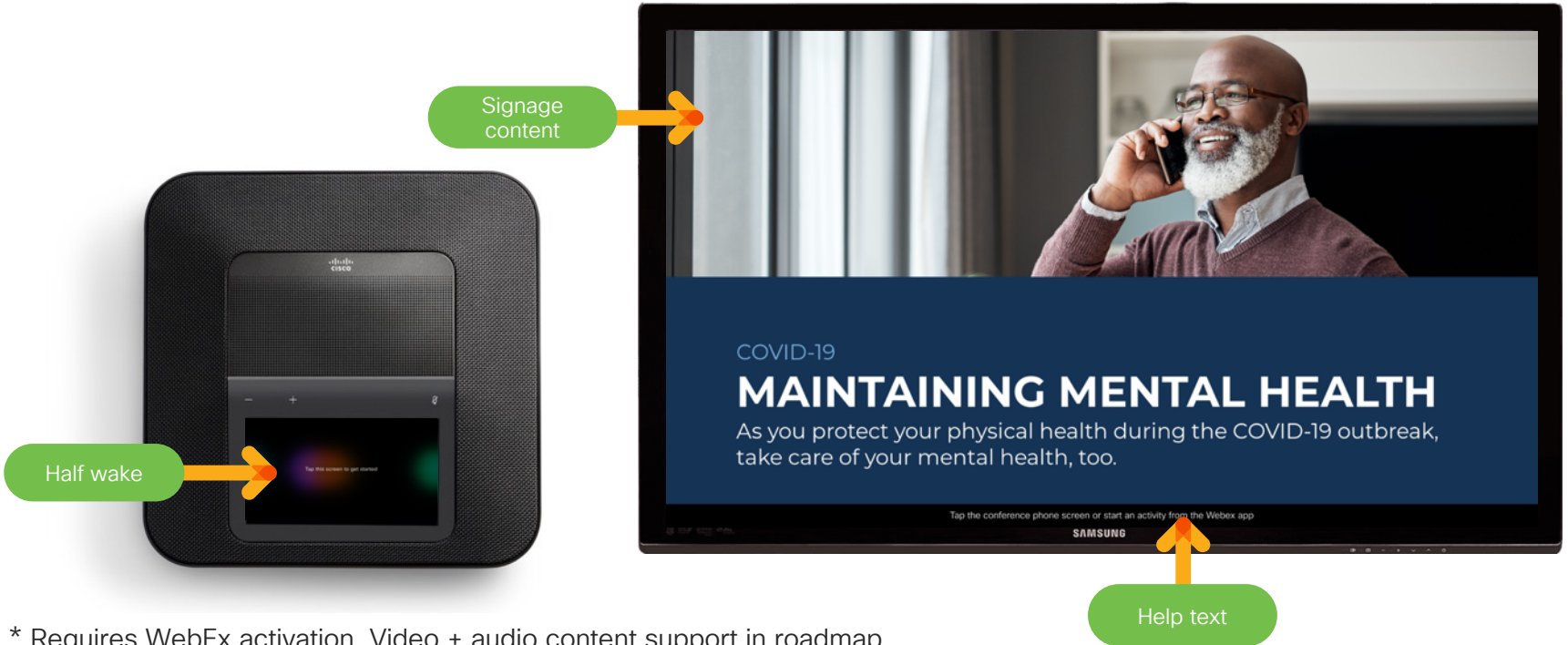
* Requires WebEx activation, Video + audio content support in roadmap

Digital signage solution architecture

HDMI screen

Encrypted Data over HTTPS

APPSPACE

Admin Configurations

Webex Control Hub

Cisco Webex

Signage content
Configuration flow
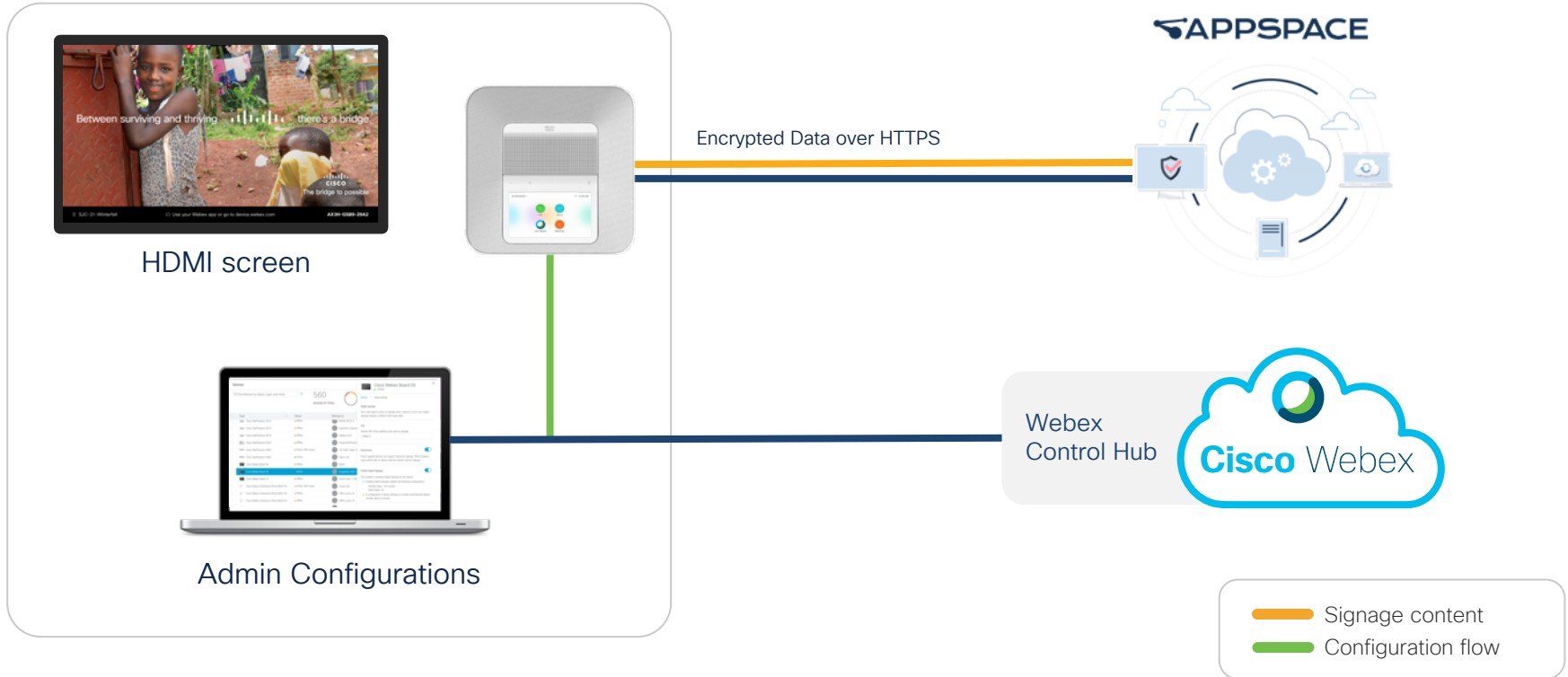
Detailed configuration (Part 1)

In Webex Control Hub go to Advanced Configurations

Detailed configuration (Part 2)
Select Digital Signage Server

Advanced Configurations

8 configurations available. For detailed information, check the device API documentation

🔍 |UltrasoundVolume >   ⊗

→ (DigitalSignageServer >)

Language >

Maintenance > Restart >

Standby >

Timezone >

UltrasoundVolume >

Detailed configuration (Part 3)
Populate the Digital Signage Server URL

Advanced Configurations

5 configurations available. For detailed information, check the device API documentation

DigitalSignageServer : *Following Default*

|Empty (default)

Follow default value ()
Sets the configuration to always follow the default value, even if this changes in the future.

Cisco Webex Room Phone

● Online

⌨ Bora Bora Conference Room

Centralized management – Webex Control Hub
Provision new devices, monitor usage and troubleshoot call quality

One pane of glass to view all your cloud-registered Cisco Room Systems

➜ Provisioning devices

➜ Software updates
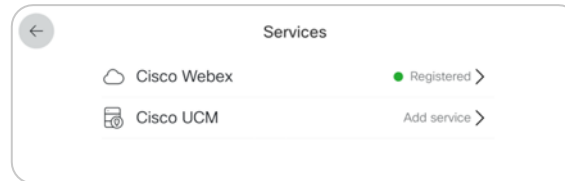
➜ Push configuration

➜ Get analytics

Flexible deployment options
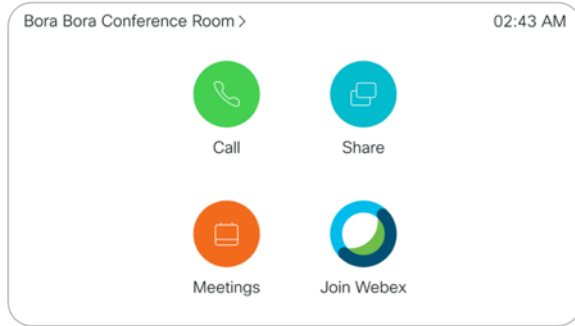
| 1. Webex + UCM Calling | 2. Webex + Webex calling | 3. UCM Only |

1. Webex + UCM Calling

Bora Bora Conference Room >   02:43 AM

Call   Share   Meetings   Join Webex

Services
- Cisco Webex — Registered >
- Cisco UCM — Registered >

2. Webex + Webex calling

Bora Bora Conference Room >   02:43 AM

Call   Share   Meetings   Join Webex

Services
- Cisco Webex — Registered >
- Cisco UCM — Add service >

3. UCM Only

Malachi Tyson >   02:23 AM

Call   Share

Services
- Cisco Webex — Add service >
- Cisco UCM — Registered >

Webex + UCM calling

Cisco Webex
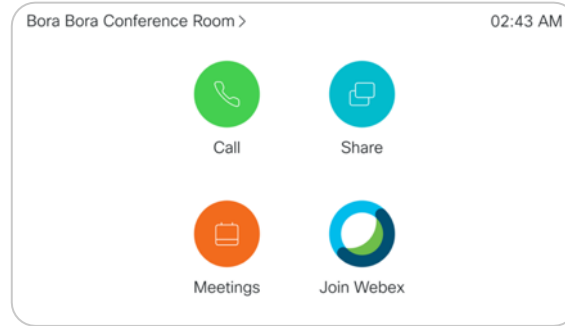
1 Device Intelligently routes Webex meetings to the cloud and calls through UCM

2 Brings the best of both worlds – onprem calling and Webex meeting experience: Audio+Share (Participant list, active speaker, Lobby experience, in-meeting notifications)

3 Protect customers on prem investment

4 No additional equipment required at customer premise

Premise Audio + Share

On premise calls

Webex meetings
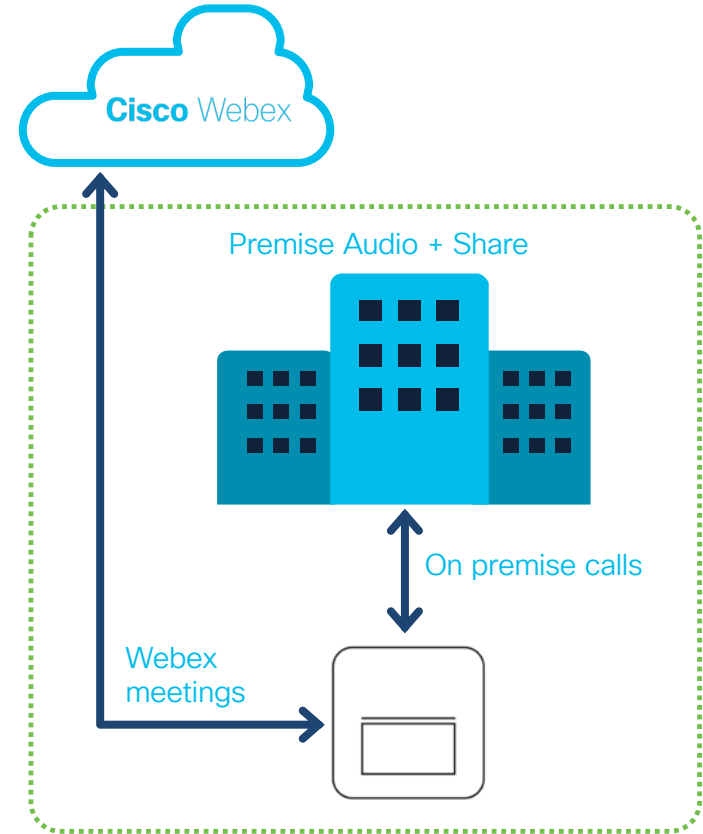
Webex & UCM calling – onboarding and upgrade

- Use existing tools – Control Hub and UCM Admin

- Enhanced device setup wizard to activate multiple services

- Manage device configuration through UCM and cloud configurations (calendaring, signage, proximity) through Webex control hub

- Automatic upgrades through control hub

Webex & UCM calling - call routing

Media

Cisco Webex

PSTN

- Native Registration with Webex and UCM
- All non-SIP URI traffic (dialed digits) goes to CUCM and then can call on-premise devices or to PSTN
- Calls are routed to Webex if SIP URI dialed matching a WebEx domain (@webex.com, @wbx2.com, @ciscospark.com) or call originated from WebEx (OBTP, Paired Calls)
- All other SIP URI traffic routes to CUCM and optionally Expressway (dependent on SIP route patterns)
- Webex-only proximity sharing is permitted or use HDMI-in cable

Cisco Webex device connector

Bulk activate UCM registered devices to Webex

Allows for bulk activation of devices in Webex + UCM calling deployment mode without keying in activation codes (by-passing the setup wizard)

Choose "I want cloud features for my on-premises registered devices" option in Webex device connector tool

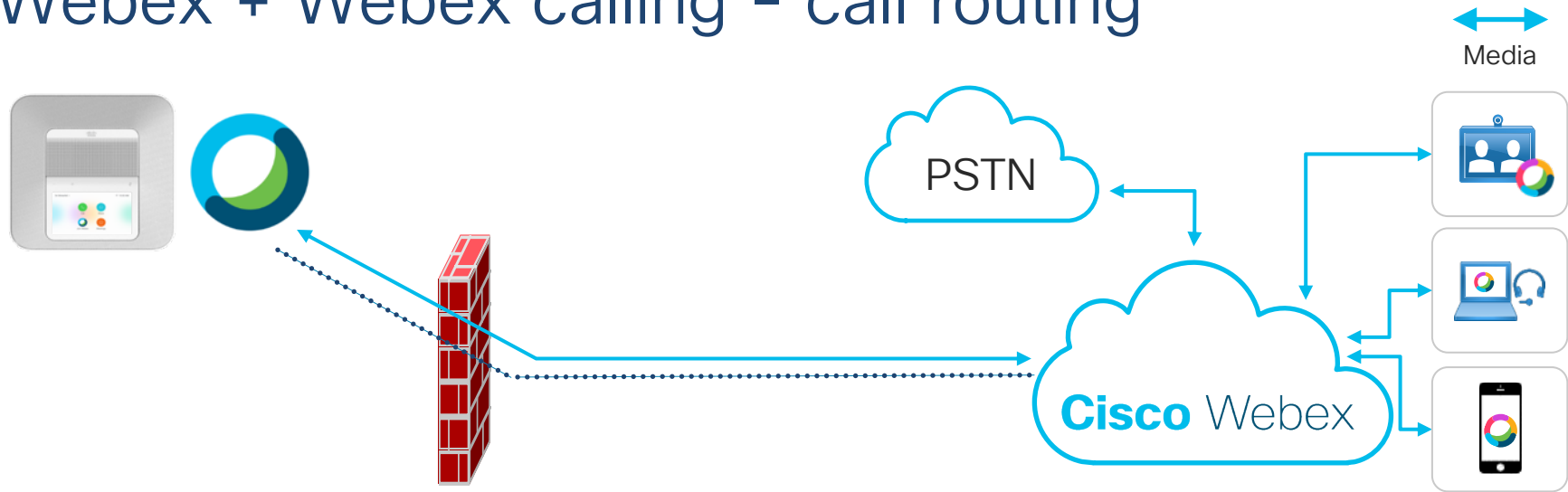Connect to UCM and link multiple devices at the same time!

Configure proxy in UCM under Enterprise Phone Configuration -> Product Specific Configuration Layout->"Proxy Settings for Webex" before linking if proxy is required to reach Webex

Proxy Settings for Webex

http://proxy.cisco.com:80 ✅
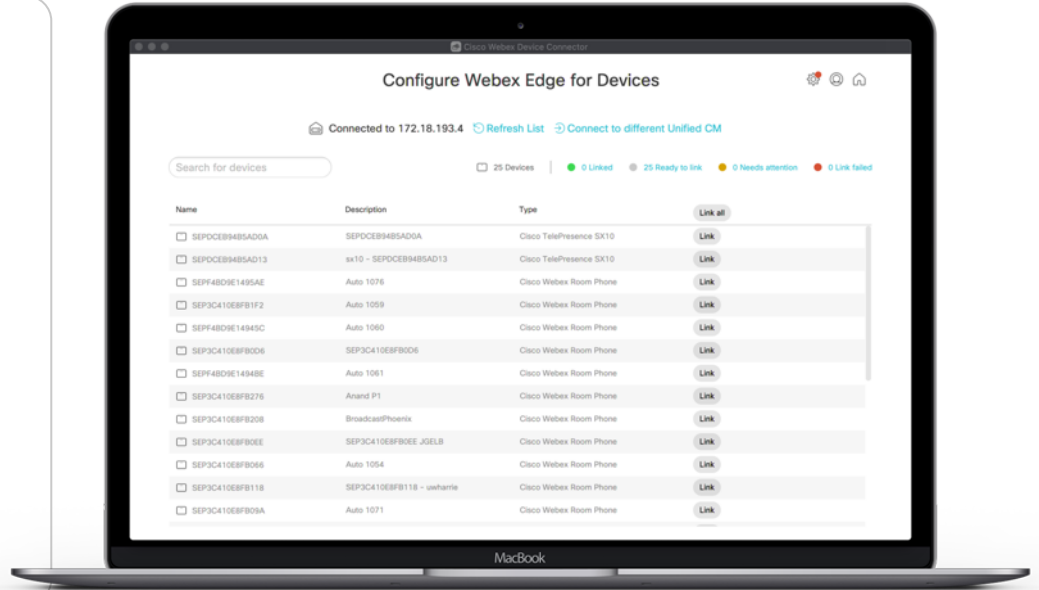
Webex + Webex calling – call routing

Media

PSTN

Cisco Webex

All non-SIP URI traffic (dialed digits) goes to Webex and then can call to PSTN
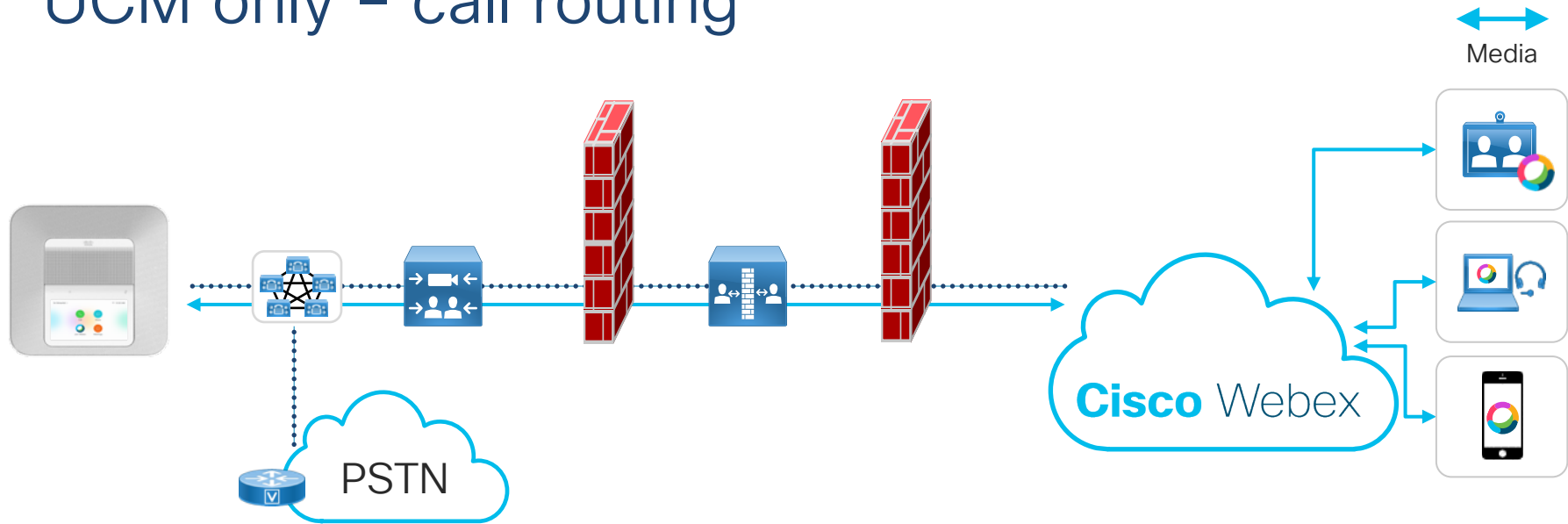
SIP URI traffic routes to Webex

Webex calling support through control hub is available for PSTN access

UCM only – call routing

Media

PSTN

Cisco Webex

All non-SIP URI traffic (dialed digits) goes to CUCM and then can call on-premise devices or to PSTN

SIP URI traffic routes to CUCM and optionally Expressway (dependent on SIP route patterns)

Color options

Available at FCS June 2020

Carbon Black

Expected August 2020

White

SKUs

CP-ROOM-C-K9=
Cisco Webex Room Phone (Carbon Black)
Includes base unit, HDMI cables (3m and 8m), network cable

CP-ROOM-INJ=
Power injector for Cisco Webex Room Phone

CP-8832-MIC-WIRED=
Wired mics for Cisco Webex Room Phone

Call to Action

- Evaluate firmware features in 12.7 and 12.8 on 78xx and 88xx

- Evaluate the Simple Phone Refresh functionality in CUCM 11.5 SU8 or CUCM 12.5 SU3

- Evaluate CUCM 12.5 SU1+ or CUCM 11.5 SU7+ with Cisco Headset 500 and 730 Series

- Evaluate the Webex Room Phone

Thank you