



The way we work is changing.  
Collaboration Tech Demo for  
Singapore Public Sector 2021H1



# Agenda

Time	Agenda	Presenter
1000 – 1005	Welcome and Introduction	Chris Toh
1005 – 1040	Webex Meetings Latest Features and Demo	Adrian Wang
1040 – 1100	Cisco Video Endpoints (USB mode)	Kar Enn/Chris
1100 – 1125	Cisco Webex Desk Camera and Headset	Henry Un
1125 – 1130	Q&A	All

End

# Presenters



- Senior Technical Marketing Engineer
- Webex Meeting Expertise



- Collaboration Sales Specialist
- Singapore Public Sector



- Technical Solutions Specialist
- Enterprise/Select



- Technical Solutions Architect
- Singapore Public Sector

# As we approach 1 year anniversary pivot to remote work for non-essential workforce

## *What we learned...*

Remote work is  
possible &  
productive

Work from home  
solutions were never  
meant to be 100%

Video fatigue is  
real without  
investment

## *What's next...*

A return to  
the office

The rise of the  
flexible worker

Hybrid work is here to stay

For this new hybrid model to succeed  
**Inclusivity** must be a business imperative

Everyone is  
included

Everyone feels and  
appears  
professional

Everyone  
has a voice

# Webex: empowering inclusive collaboration experiences



Seamless  
collaboration

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Empower  
remote workers



Smart hybrid  
work  
experiences

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Enable  
safe returns



Intelligent customer  
experiences

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Delight  
Customers



Built in  
security

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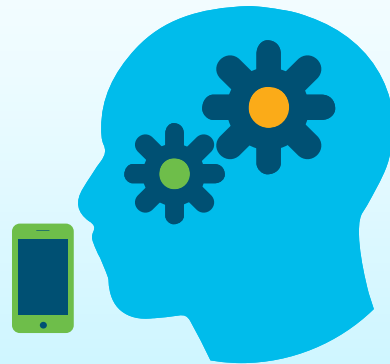
Make IT hum



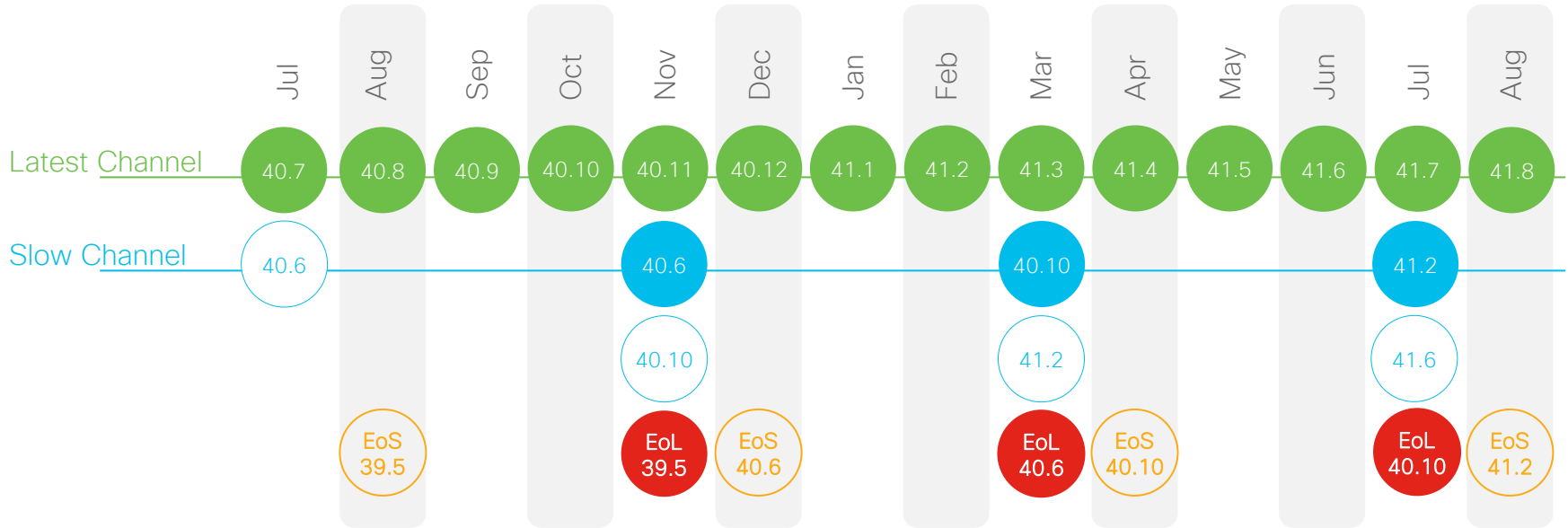
# Collaboration TechDemo for Public Sector Webex Meetings

Adrian Wang, TME Cloud Meetings

Mar 2<sup>nd</sup>, 2021



# Releases and Channels for Meetings: Timelines

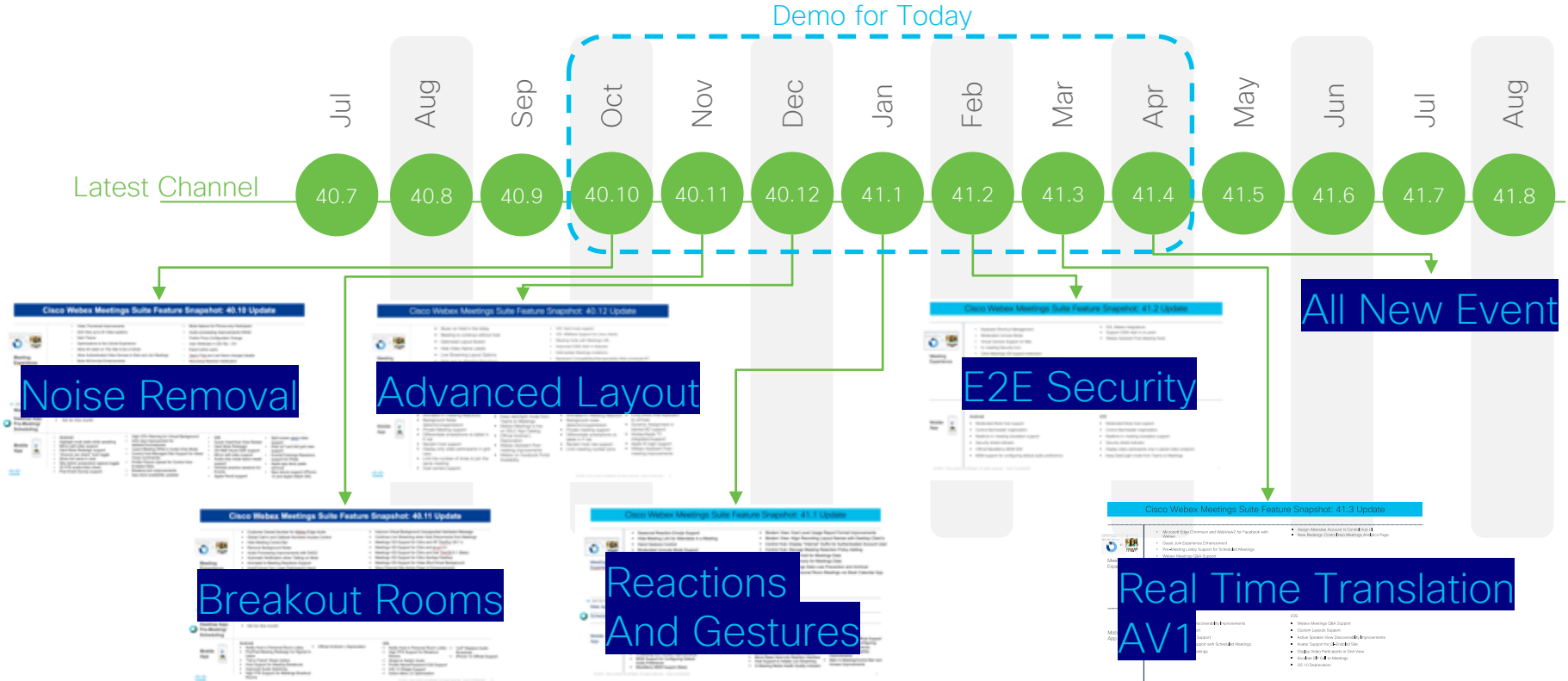


## Important Notes:

- All dates subject to change.
- When a version is EOS no new patches or bug fixes are delivered.
- Only the desktop application updates are controlled within the Slow Channel UI
- While most patches and bug fixes will be controlled by the Site Admin, there may at times be mandatory security patches, communicated 30 days in advance.

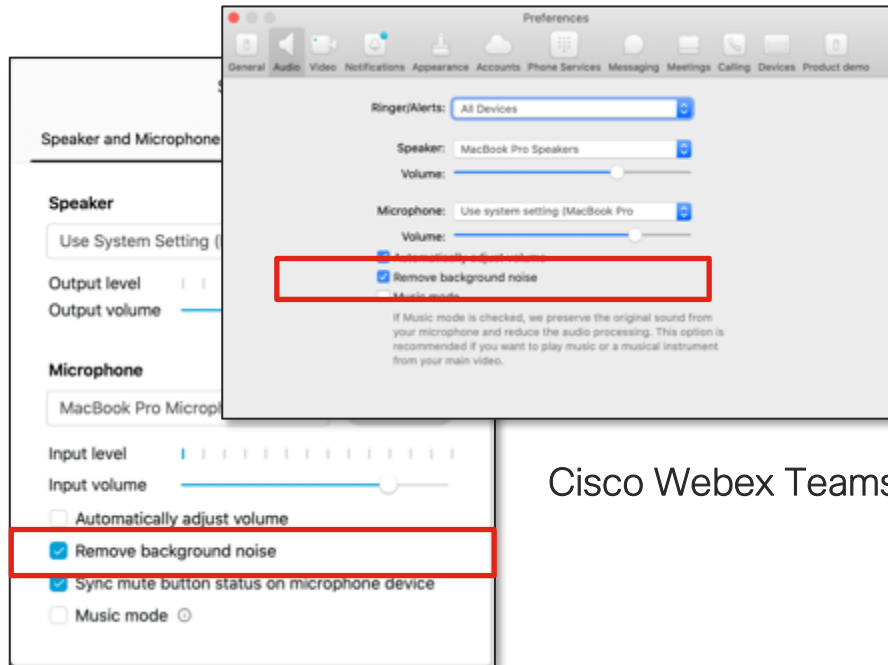
- Slow Channel Upgrade available
- Slow Channel Upgrade, automatic
- Latest Channel Upgrade, automatic

# Releases and Channels for Meetings: Timelines

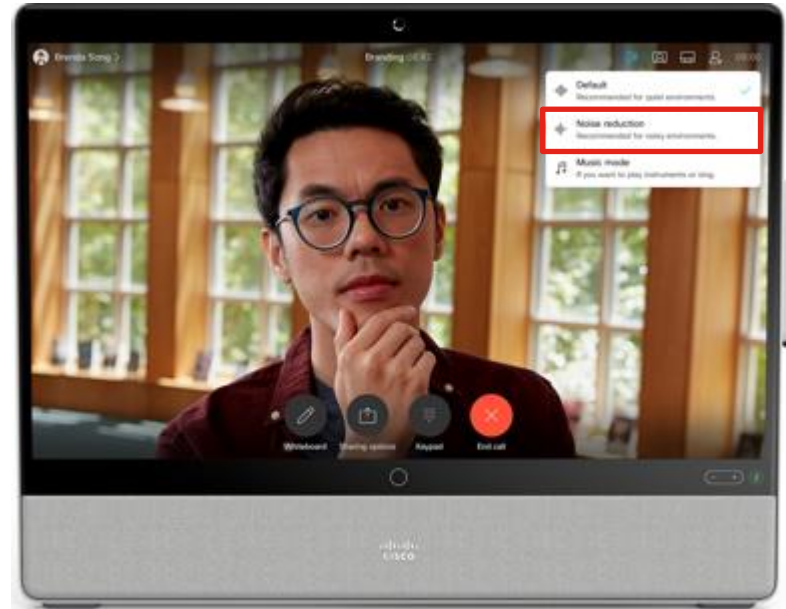


M	E	T	S
✓	✓		

# Removing Background Noise



Cisco Webex Teams



Cisco Webex Rooms devices & read the [blog](#)

Webex Meetings and Events & share the [VOD](#)

M	E	T	S
✓	✓		

# 25 Video participants in Gridview

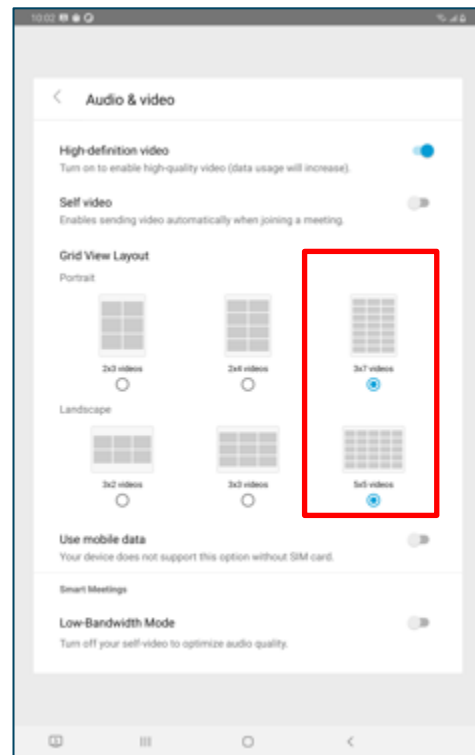
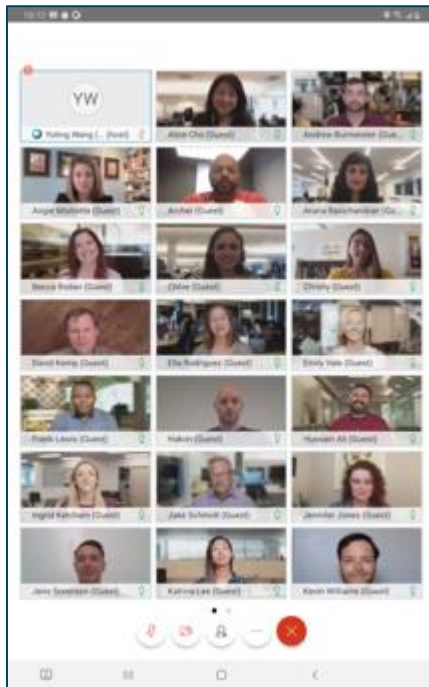
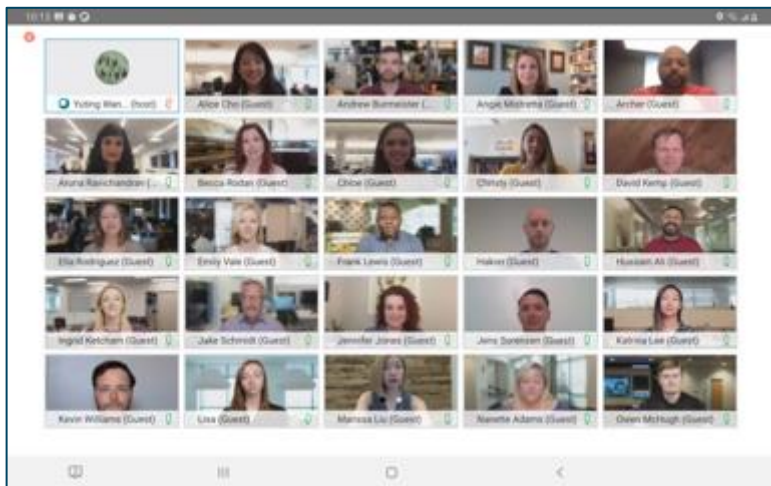
## For SIP and H323 Video Systems

- On-prem registered video systems can see up to 25 people in Grid View in a 5x5 layout.
- For all video devices cisco and non-cisco
- Previously:
  - 4x4 layout where users can see 16 participant videos.
- More info on:
  - [https://help.webex.com/en-us/zp1dhab/Webex-Rooms-Video-Stream-Layouts#id\\_110498](https://help.webex.com/en-us/zp1dhab/Webex-Rooms-Video-Stream-Layouts#id_110498)



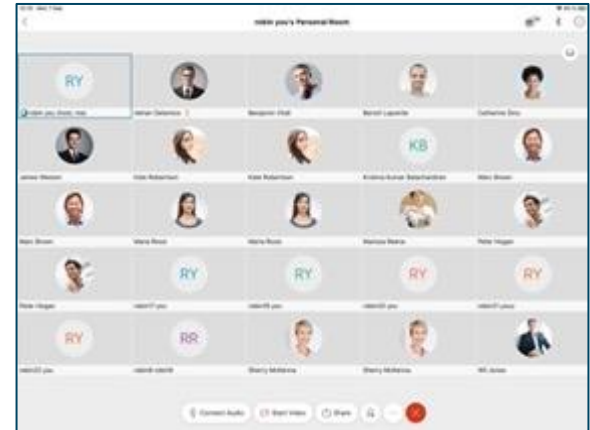
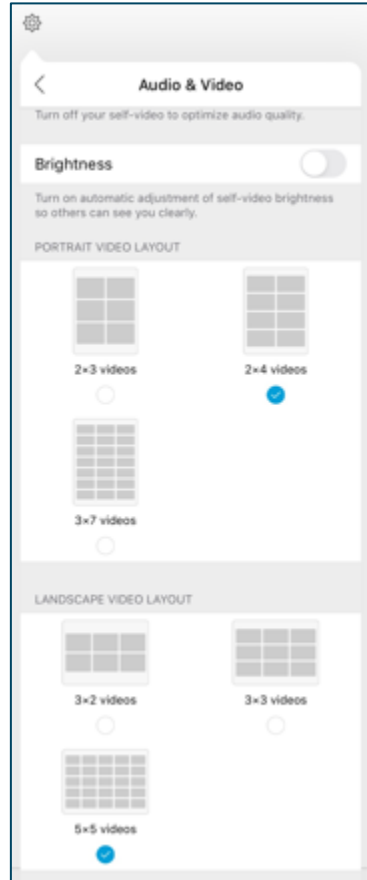
# Grid view improvement for tablets/Chromebooks

- Android users will now be able to experience 5x5 grid view (landscape mode) and 3x7 grid view (portrait mode) on their tablets, Chromebooks.



# iPad 3x7 and 5x5 grid view support

- Support 3x7 grid view on iPad portrait mode.
- Support 5x5 grid view on iPad landscape mode.
- Manage portrait video layout and landscape video layout by configuring it in app-setting.
- Default view setting
  - Portrait is 3x7
  - Landscape is 5x5
- Whether it support the 3x7 and 5x5 grid view depends on the device and site admin.

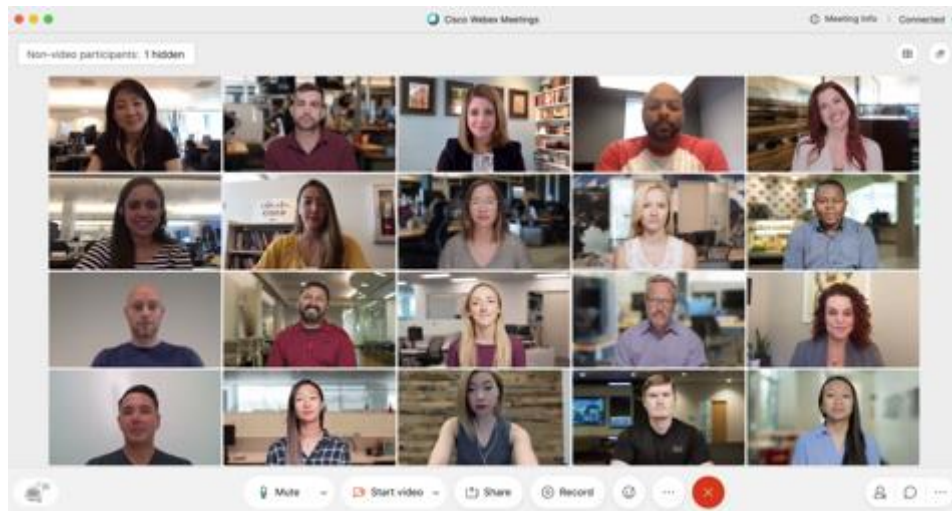


M	E	T	S
✓			

# Improve Video Quality on Grid View

## For Meetings Desktop

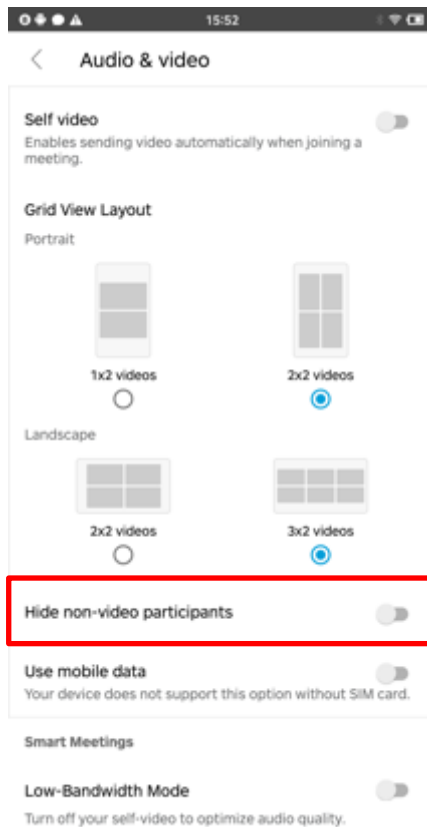
- Before: Use 180p video resolution for every participant
- Now: Dynamically balance the bitrate and frame rate to improve the 180p video quality even better



M	E	FedRamp	VDI
✓	✓	✓	

# Display only video participants in grid view

- Android attendees will now have the option to only see participants sending video while in grid view. Non-video participants will still show up in the participant list.
- Android users can turn on/off “Hide non-video participant” in app settings. It’s defaulted off.
- “Hide non-video participant” works on the active speaker/host/cohost/presenter.



Toggle on



Toggle off

M	T	W	T	F	S	S
✓						

# Pre-assign Breakout Session in Web Scheduler

Breakout sessions

☒ Enable breakout sessions

[Preassign breakout sessions](#)

Web Scheduler



**Breakout session preassignments**

Not assigned (3) Selected: 1

Search

☐ Karen Lin

☒ John Regan

☐ Zaheer Merall

**Breakout session (2)** + Add session

Breakout session 1 (0)

Breakout session 2 (1)

Ajay Agrawal

**Breakout session preassignments**

Not assigned (0)

**Breakout session (1)** + Add session

Breakout session 1 (0)

**Participants**

People you invite to the meeting will be listed here as participants that you can assign to breakout sessions.

+ Add people

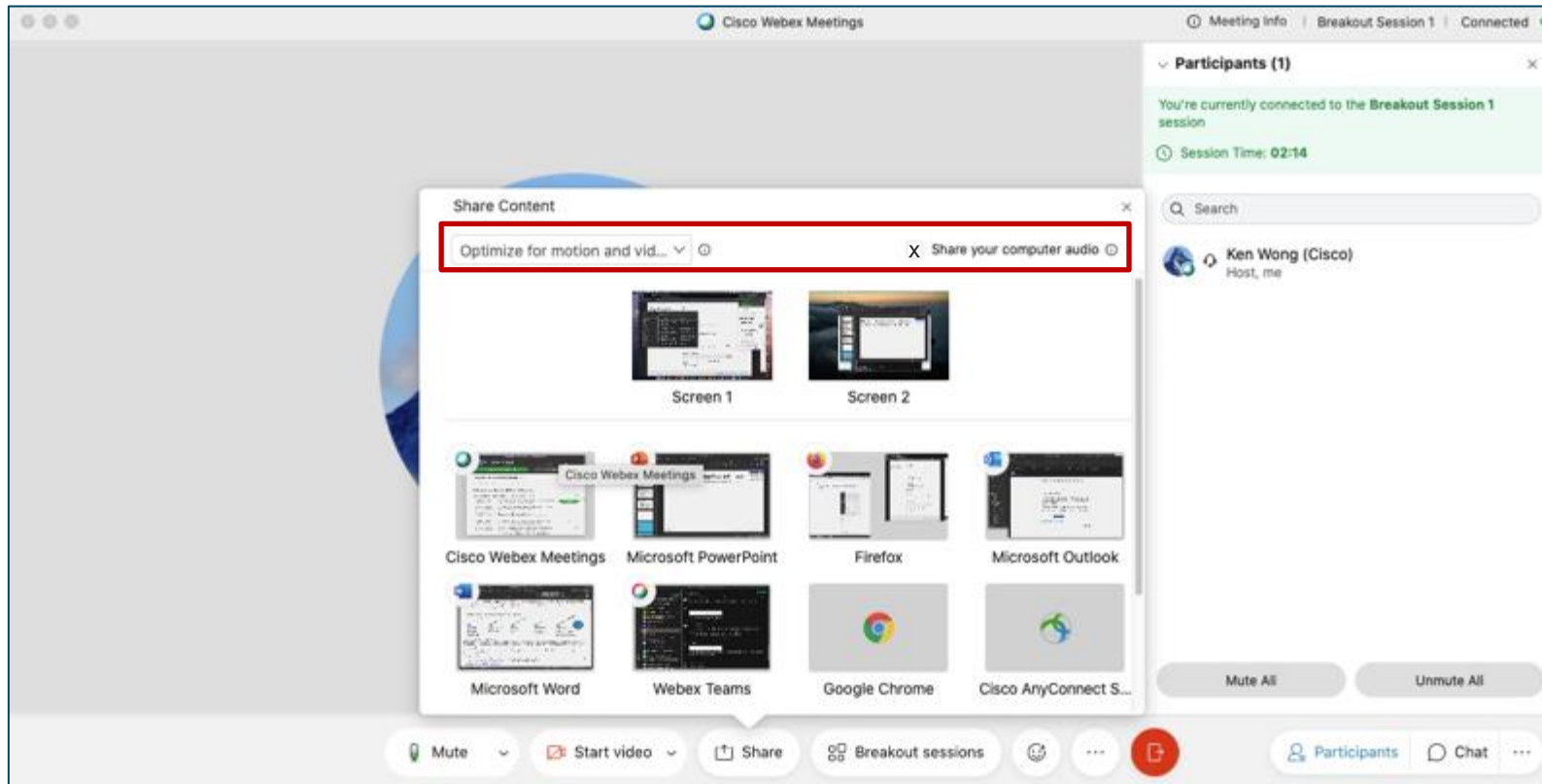
Select all Assign to

Import from CSV Reset Cancel Create

- Host can pre-assign attendees to breakout while scheduling the meeting
- Automatic and Manual pre-assignment options are available
- People to be assigned can be
  - Pulled directly from the attendees list in the scheduler
  - Added in the pre-assignment dialog (also added as attendees to the scheduler)
- Assignment can be imported from a CSV file
- Feature is available on delayed schedule and you can check [here](#) for up to date info

# High Frame Rate Content Share in Breakout

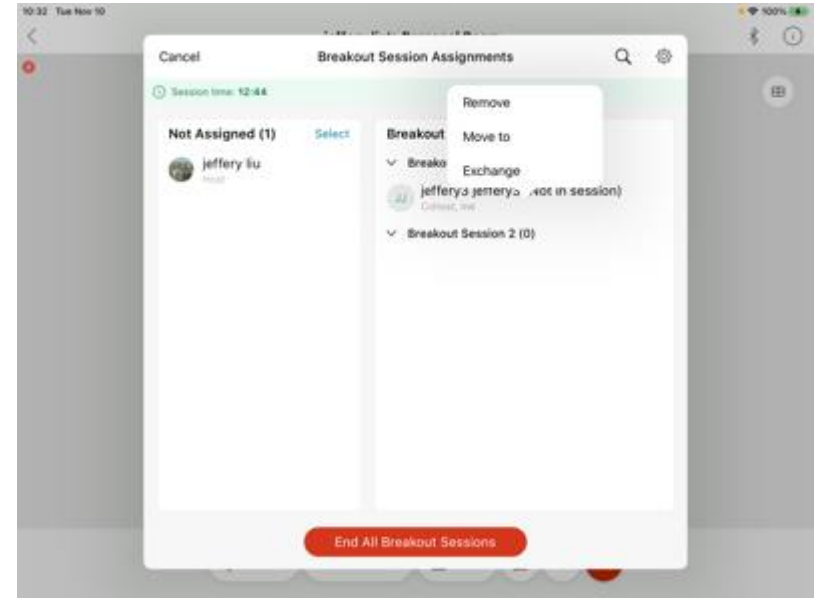
M	T	W	T	F	S	S
✓						



# Dynamic Assignment in started meeting breakouts

M	E	FedRamp	VDI
✓		✓	

- iOS hosts/cohosts can now remove or move their attendees between meeting breakout sessions
- iOS attendees can be now be removed or moved between meeting breakout sessions after they start.



M	E	FedRAMP	VDI
✓	✗	✓	✗

# Allow Users to Join Any Breakout Sessions

Host Specify  
Breakouts (all or specific one)  
That are open to anyone

The screenshot displays the Cisco Webex Meetings interface with several overlays demonstrating how to allow users to join any breakout session.

**Breakout Session Assignments (Top Left):** This panel shows the host's configuration. Under "Not assigned (1)", the host "Ken Wong (Cisco)" is listed. Under "Breakout sessions (4)", four sessions are listed. A green box highlights the "Let anyone join" option, and another green box highlights the "Delete" option.

**Breakout Session Assignments (Bottom Left):** This panel shows the "Create" settings. A dropdown menu is set to "4 sessions". Below, there are three radio button options: "Assign automatically", "Assign manually", and "Let participants choose any session". The "Let participants choose any session" option is selected and highlighted with a green box.

**Breakout Session List (Right):** This panel shows the list of breakout sessions available to participants. A red arrow points from the "Participants (2)" panel to this list. A red dashed box highlights the "Join" button for each of the four breakout sessions.

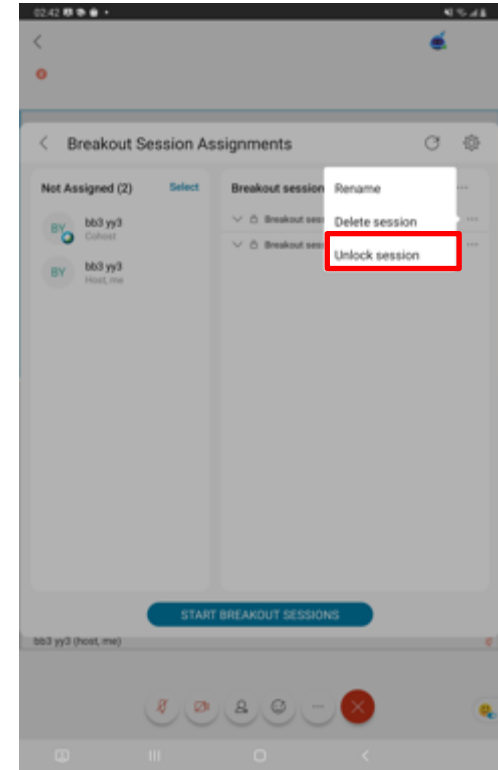
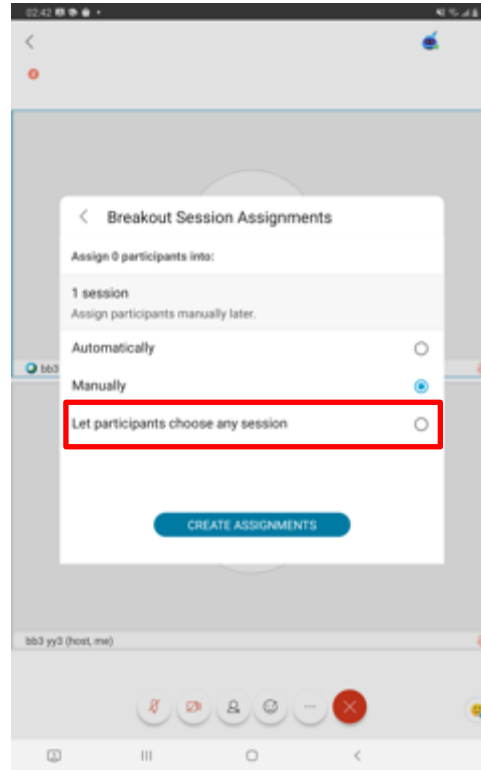
**Participants (2) (Top Right):** This panel shows the list of participants. A red arrow points from this panel to the "Breakout Session List" panel. The text "Participant Choose Breakout To join" is written next to the red dashed box.

**Main Meeting View (Center):** The main video feed shows a participant, Ken Wong (Cisco), who is the host. The interface includes standard meeting controls like "Mute" and "Stop video".

M	E	FedRamp	VDI
✓		✓	

# Let anyone join breakout session

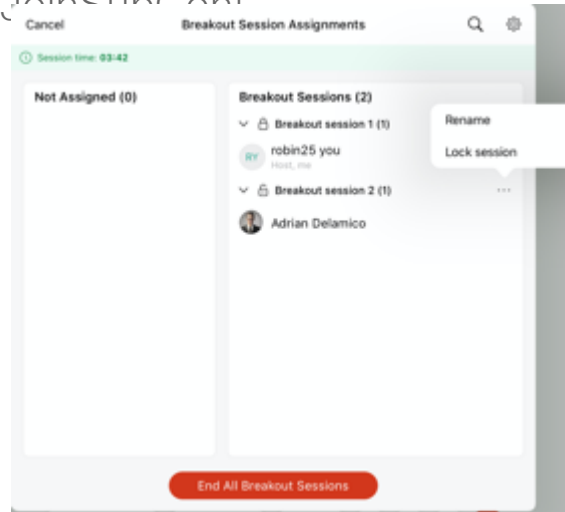
- Android users can now join any breakout session that they choose, if the host allows it, without having to be assigned to a breakout session first.
- Android users can turn on this feature by choose “Let participants choose any session”.
- Android host users can unlock some sessions to let participants can join any breakout session that they choose.



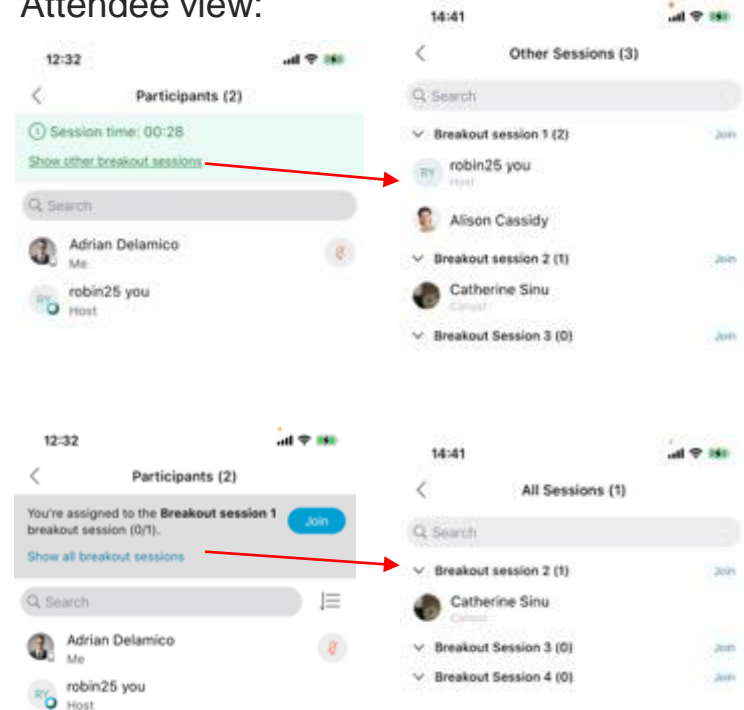
M	E	FedRamp	VDI
✓		✓	

# Let anyone join this breakout session

- iPad host can now lock/unlock breakout sessions.
- iOS attendees can join any other unlock breakout sessions without being assigned by the host/cohost.
- Add a site level feature toggle: `EnableAnyoneCanJoinSubConf`



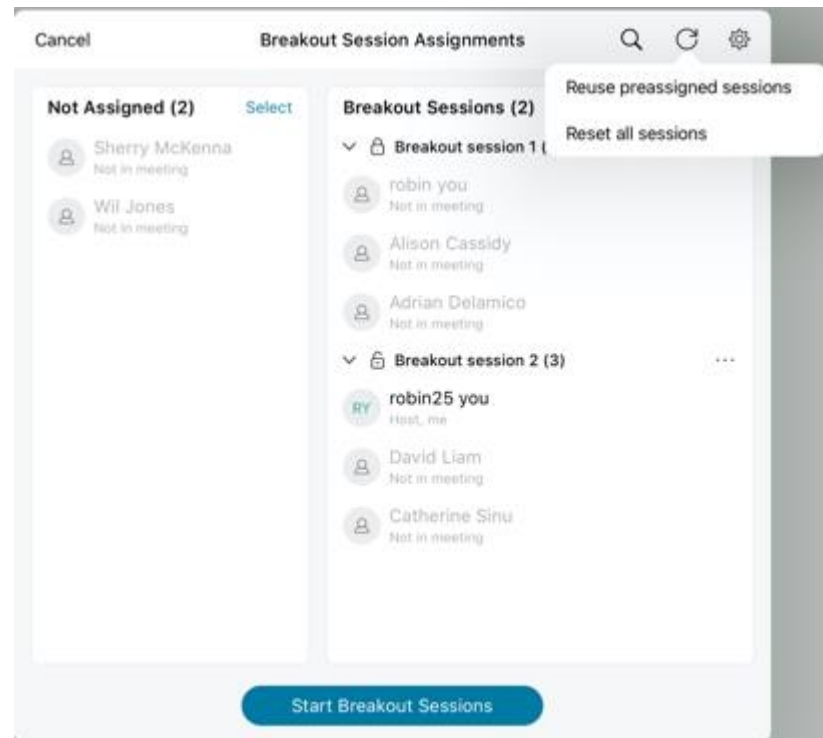
## Attendee view:



M	E	FedRamp	VDI
✓		✓	

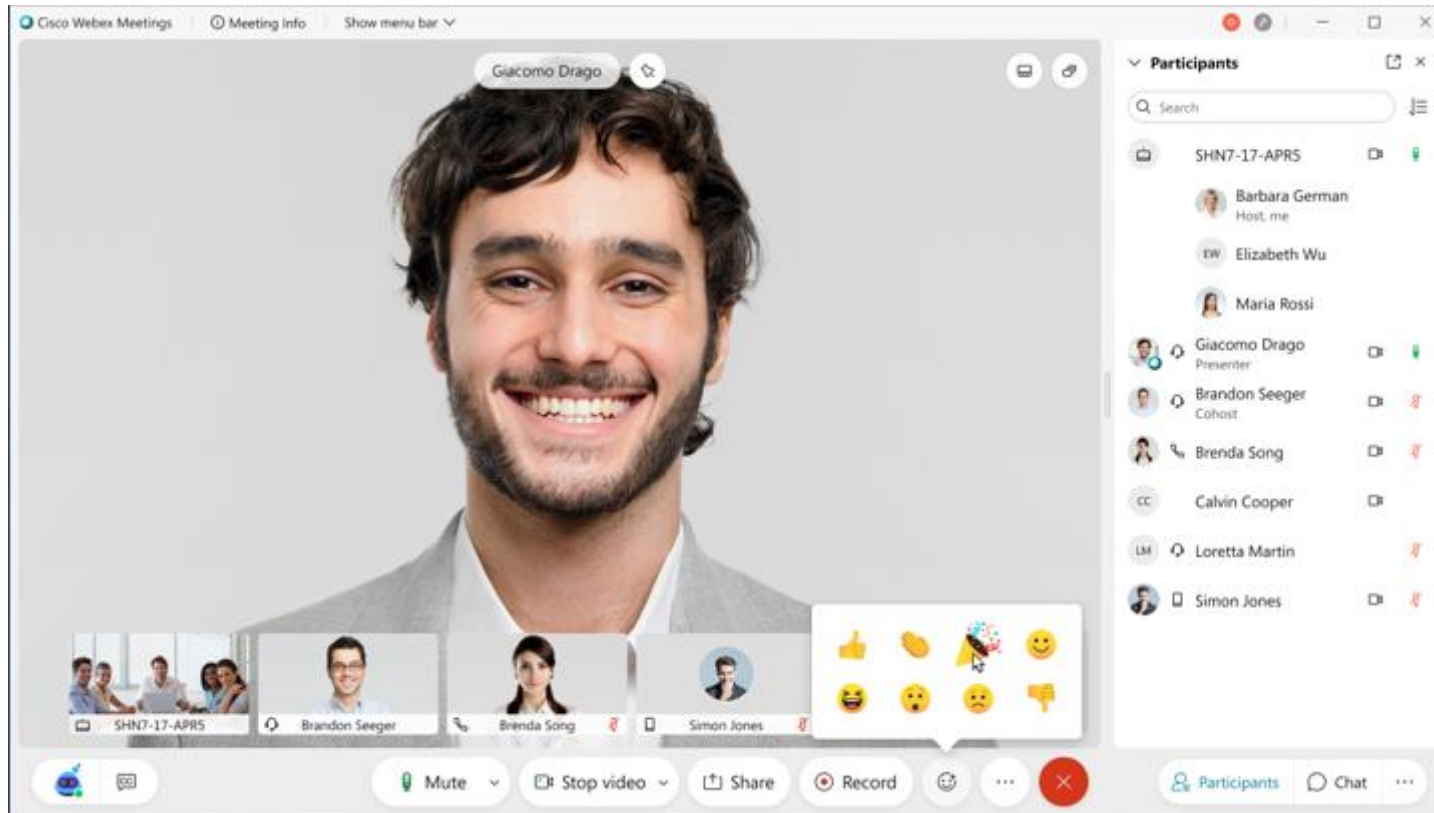
# Breakout session pre-assign support

- iPad host/cohosts can now leverage pre-assignment breakout sessions that were created by the scheduler while in the meeting.
- iPad host/cohost can recreate and edit their breakout sessions based off of this pre-assignment. They can optionally also reset to the default after use.
- If the BO is started, pre-assigned invitees will join the BO automatically after they join the meeting. (includes reconnected and rejoin cases)



M	E	T	S
✓			

# Animated In-Meeting Reactions Support



- Allow users to express themselves non-verbally
- All participants will see the user's reaction in real time
- Available in breakout session
- Host can remove the reactions from his current meeting

# In-Meeting Reactions

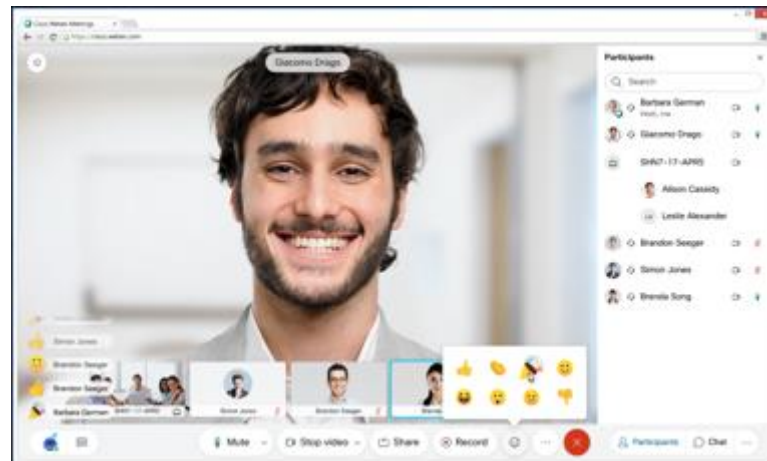
## For Web App

### What?

- Allow users to express themselves non-verbally
- All participants will see the user's reaction in real time
- Available in breakout session
- Host can remove the reactions from his current meeting

### Why?

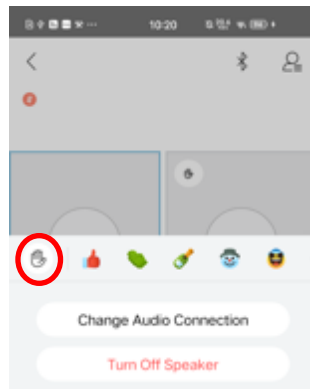
- easy way for participants to express themselves non-verbally in a meeting
- Alignment with the Webex desktop App



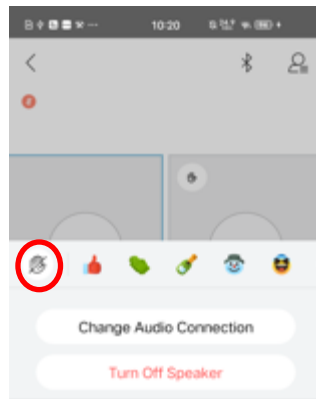
M	E	FedRamp	VDI
✓	✓	✓	

# Move raise hand into reactions interface

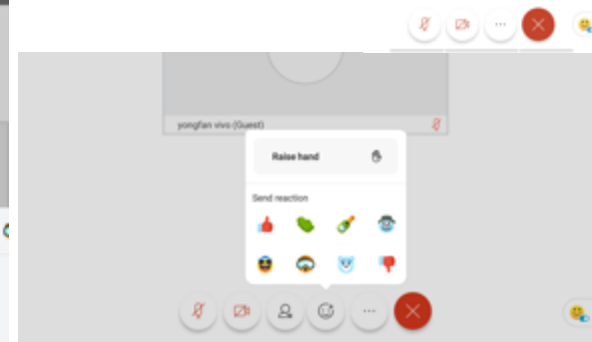
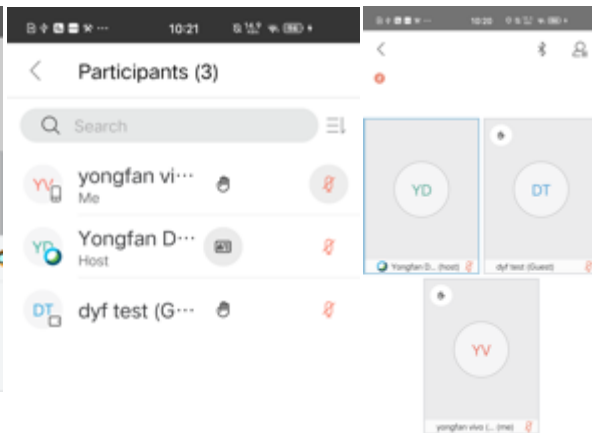
- Android users will now see their raise hand function moved from their participant list to the top of their overflow menu, for easier access and discoverability.
- In addition, the raise hand status will also be displayed in the self-video windows of video participants.
- Android users can raise hand from
  - the top of their overflow menu
- Android users can lower hand from
  - the top of their overflow menu
  - self-video windows
- The raise hand status will be displayed in
  - self-video windows
  - participant list



Raise hand



Lower hand

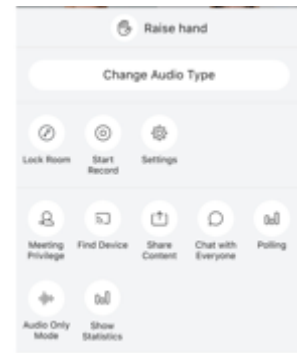
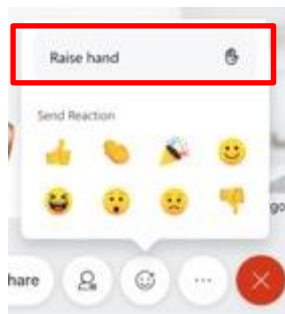
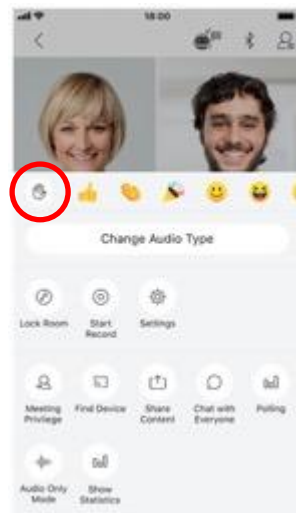


Tablet

M	E	FedRamp	VDI
✓		✓	

# Moving Raise Hand into Reactions interface

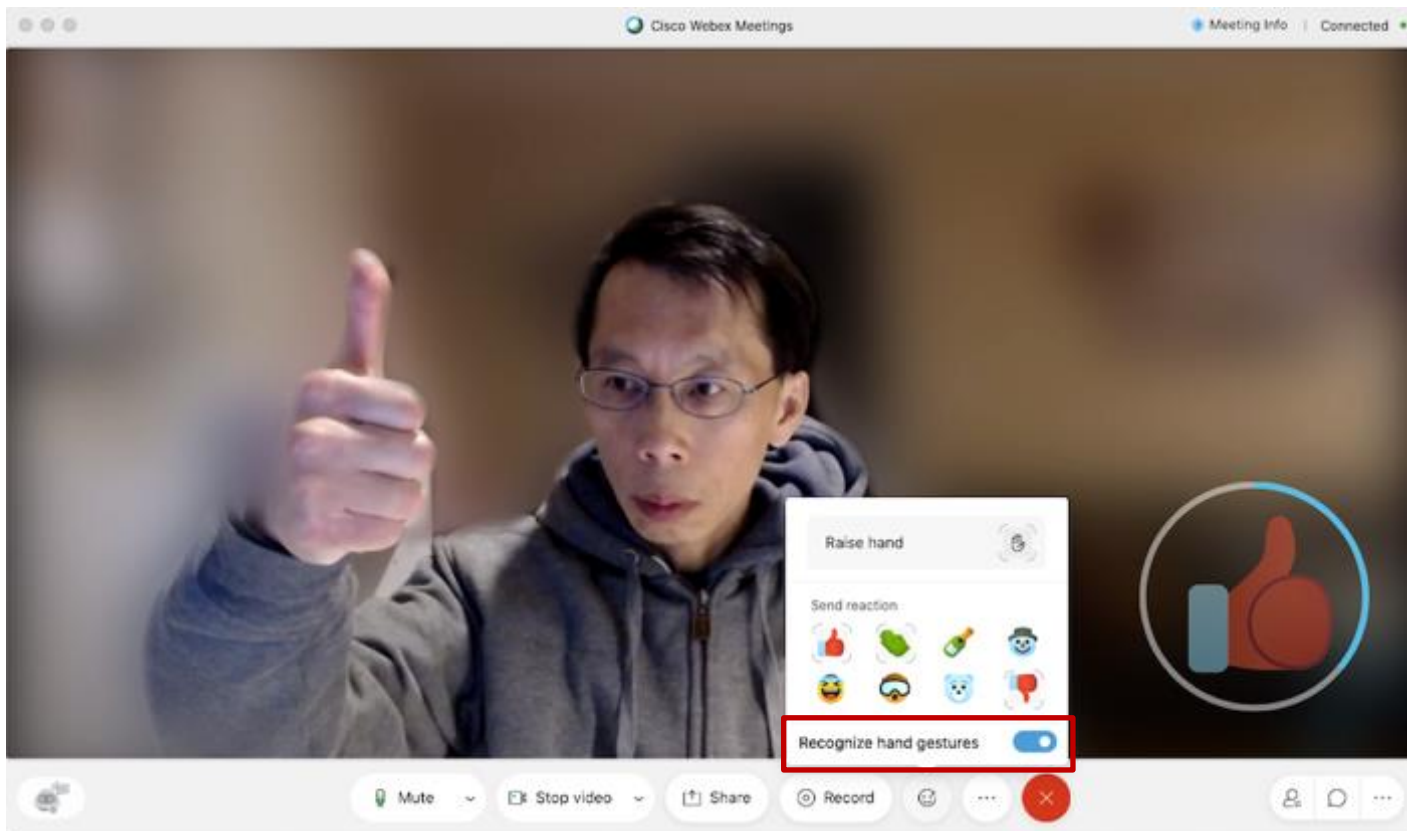
- IOS client move raise hand function from p-list bottom tab to reactions interface in the overflow menu in MC.
- Host/cohost can now lower participant's hand on the corner of participant's video in MC.
- When reactions function is disabled, user can only see raise hand function in the menu.



# Hand Gesture Control

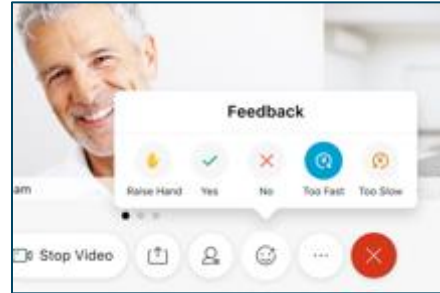
M	E	FedRAMP	VDI
✓	✗	✓	✗

- 4 Hand Gestures: Raise hand, Thumbs Up/Down, Applaud
- System Requirements:
  - MS Windows version 10.17763 or later  
CPU: Quad core or higher  
Memory: 4G or more
  - MacOS High Sierra (version 10.13) or later and following CPUs  
Intel i5 6000 or higher dual core  
Intel i5 3000 or higher quad core  
Intel i7 5000 or higher dual core  
Intel i7 4000 or lower quad core  
Intel i9 dual core  
Intel Xeon dual core  
Intel m3 7000 or higher dual core  
Other Intel CPUs: 6 cores or up  
Non-Intel CPUs: 8 cores or up

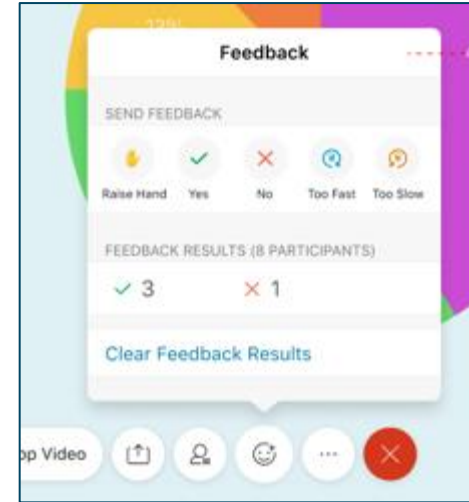


# Events/Trainings Reactions support for iPads

- iOS attendees are now able to send general feedback (Raise hand, Yes, No, Too Fast, Too Slow) in EC and TC.
- Host can check/tap to clear feedback result.



Attendee View



Host View



# Real-time translations

Inclusive meeting experiences for users worldwide

Preview  
March

Cisco  
Advantage



- 100+ language supported from Afrikaans to Zulu\*
- Each attendee can select their preferred or native language for captioning
- Host will be able select meeting language (phase 2)

\*Note: Not all dialects included in translation

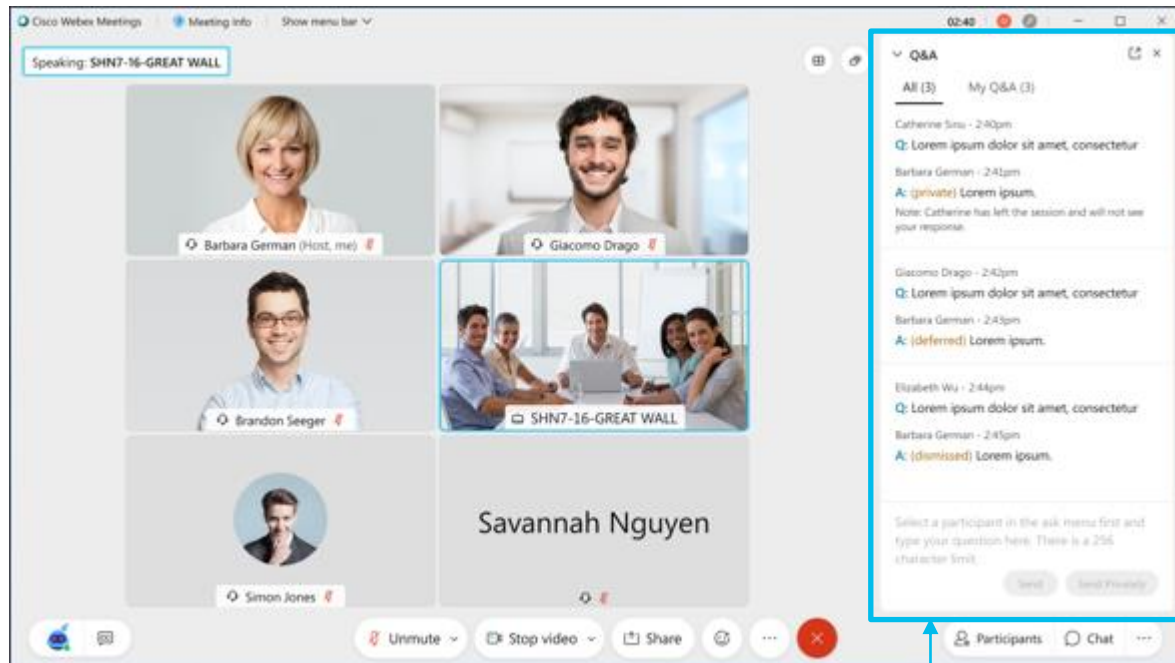


# In-Meeting: Q&A

## Support larger meeting experiences anywhere



- Q&A functionality is now a standard feature in *Meetings*.
- Meeting *attendees* can ask questions in the Q&A panel, which can be answered by the meeting *hosts* and *cohosts*.



Q&A panel



## Next Gen Events on the Webex Platform

Webex Events on the same platform as  
Webex Meetings

Video centric

All attendees receive panelist videos

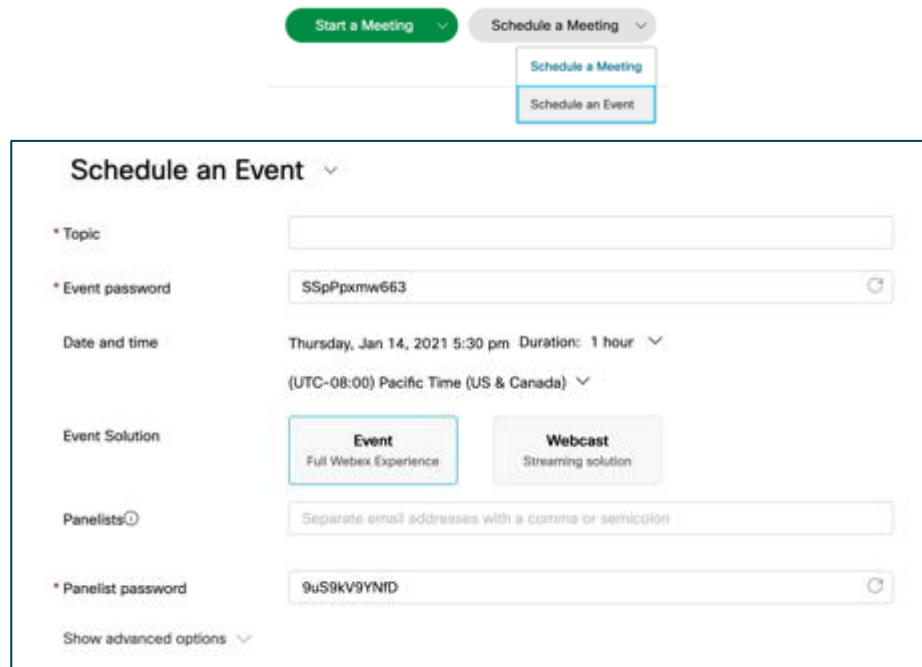
Intelligent Experiences

Large capacity

Simpler scheduling

# All New Webex Events

What is this?



The image shows the Webex Events scheduler interface. At the top, there are two buttons: "Start a Meeting" (green) and "Schedule a Meeting" (grey). Below the "Schedule a Meeting" button, there are two sub-buttons: "Schedule a Meeting" (light blue) and "Schedule an Event" (light blue). The "Schedule an Event" button is selected, and the "Schedule an Event" form is displayed below it. The form has a title "Schedule an Event" with a dropdown arrow. It contains several fields: "Topic" (empty), "Event password" (SSpPxmW663), "Date and time" (Thursday, Jan 14, 2021 5:30 pm, Duration: 1 hour, (UTC-08:00) Pacific Time (US & Canada)), "Event Solution" (two buttons: "Event Full Webex Experience" and "Webcast Streaming solution", with "Event" selected), "Panelists" (a text field with a hint "Separate email addresses with a comma or semicolon"), and "Panelist password" (9uS9kV9YNID). At the bottom, there is a link "Show advanced options".

- Modern web scheduler for Event and Webcast
- Video centric
  - All attendees receive speaker videos
- Advanced functions and intelligent experiences, for example,
  - Optimized for Motion and Video share
  - Webex Assistant for Meetings
- Higher capacity
  - Webex Events (initially 3K; gradually to 25K)
  - Webcast (up to 100K)

# Features Plan

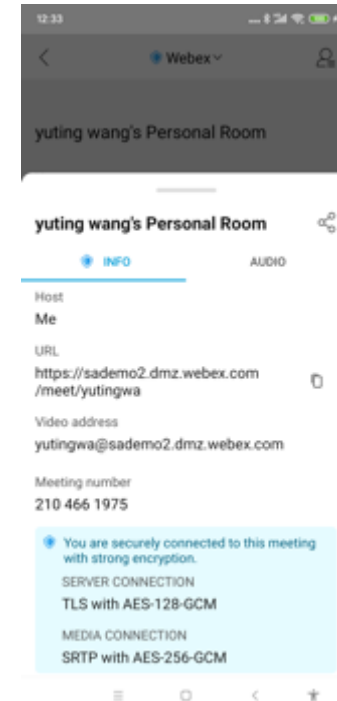
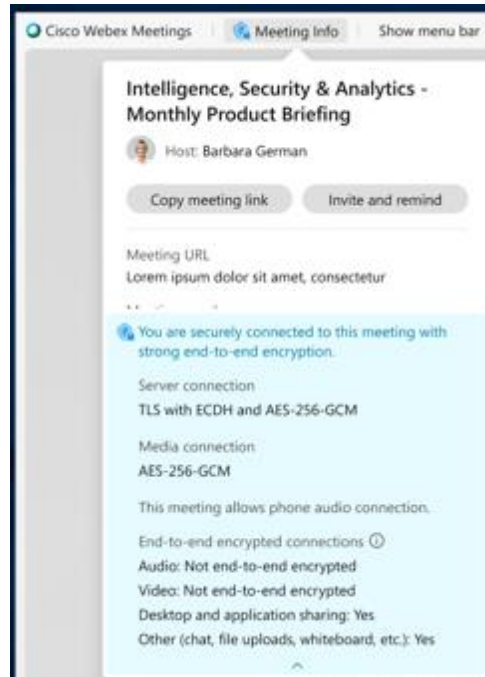
For Initial Release (April GA Target)

- Modern web scheduler
- Event cohosts
- Optimized for Motion and Video content share with audio
- Reaction
- Closed Caption, Highlight, Realtime translation
- Lock Event
- People Insight
- New layout (stage view)
- Customized/Branded Landing page

# In-meeting Security Icon

## End-to-End encryption

- Security icon lets all users know at a glance, that their meeting is played in a secure environment.
- Icon tells you when end-to-end encryption is enabled for your session and give details on the protocols and cipher used
- Available with all Webex apps used to connect



M	E	FedRAMP	VDI
✓	✓	✓	✓

41.2  
Available at GA





# USB Mode on Webex Devices

Kar Enn Ho  
TSS GCSO  
March 2021

# Endpoints with Inbuilt USB Mode Capabilities



# USB Mode for Larger Endpoints

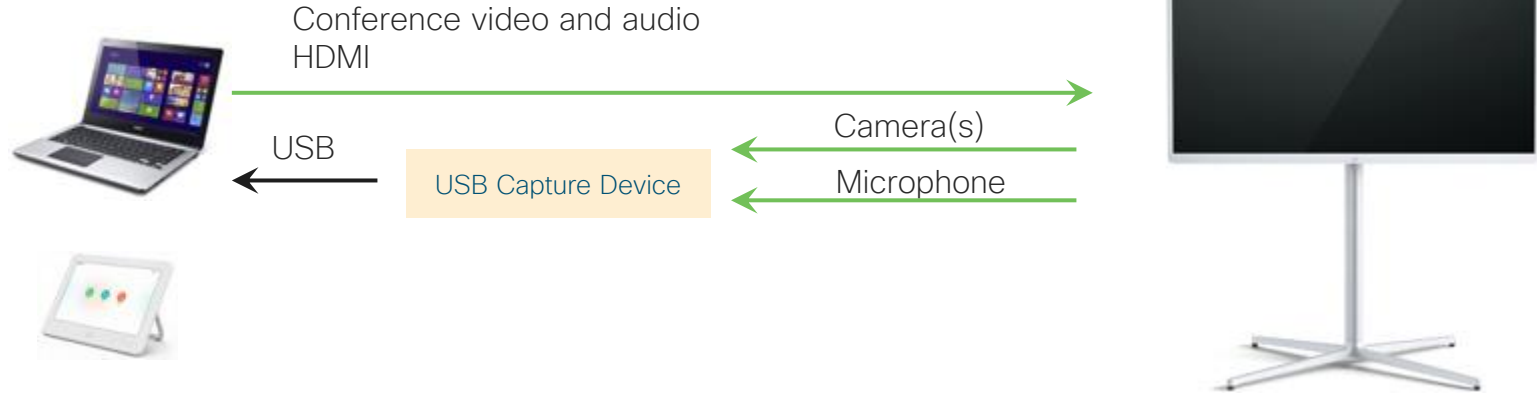
- Enables Room Series endpoints to have USB functionality
- This is a dual-mode solution. You can use SIP, H.323, or cloud to dial from the endpoint for one meeting, and then immediately use your laptop for the next.
- You get the advantage of using all the cameras, all the microphones and sound system being used by the endpoint.

# What You Would Need

- USB Capture Device
- Macro script
- An AV professional
- Some cables

# High Level Solution

Room 55 (or Room Kit, Kit Plus, Room 70, SX80)



- The Room Kit provides its camera feed and its microphone feed. All cameras and microphones work normally.
- The USB cable connects the audio and video signals from the device
- Macro on Touch 10 to enable USB mode



Call



Share screen



Join Webex



Messages



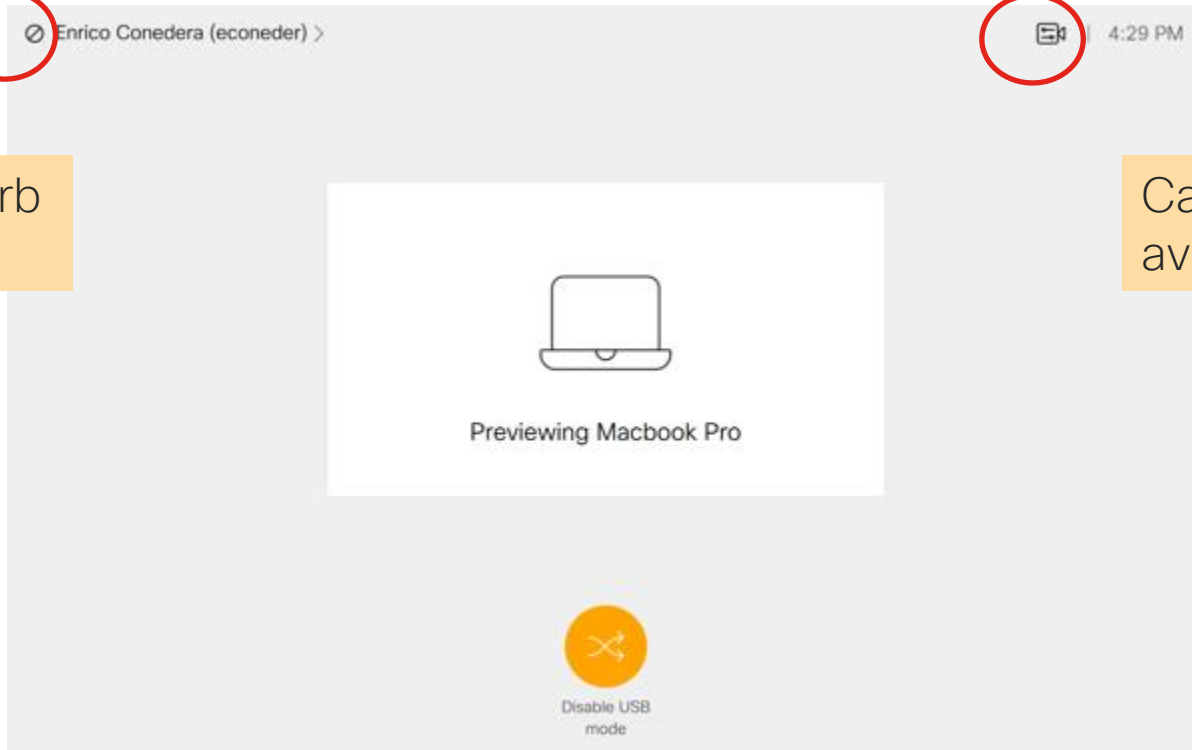
Enable USB mode



Do Not Disturb  
activated



Camera control  
available



# USB Capture Devices



Vaddio AV Bridge Mini



Magewell USB  
Capture HDMI Plus



Extron Media Port

# Summary

- All installed cameras can be used normally
  - SpeakerTrack and PresenterTrack
- All installed microphones can be used normally
  - Including wireless or third-party microphone systems
  - Mute from the Touch 10 or the Cisco Table Microphone
- Endpoint settings are saved, and restored automatically after exiting USB mode

# What can you do with USB Mode?

- Join any other conferencing solutions
- Use any software that requires the use of cameras or microphones

# Works with the Following Endpoints

- Room Kit
- Room Kit Plus
- Room Kit Pro
- Room 55 (single)
- Room 55 Dual
- Room 70 (gen 1)
- Room 70 G2
- SX80
- MX700/800

# FAQs

- Can I buy the solution from Cisco?
  - No. These are third-party devices
  - The Cisco TAC cannot assist
- Can I install it myself?
  - An AV professional needs to do the installation
- Where can I get the system drawings for installation and the macro scripts?
  - Get from your Cisco Representative or your Preferred Partner





# Cisco Webex Desk Camera and Headset

Make your best impression. Every time.

Henry Un  
Collaboration Solutions Architect  
March, 2021



# Agenda of today

## Collaboration room

## Integrator solutions



Webex Board 55,  
70 and 85



Webex  
Room 55



Webex  
Room 55D



Webex  
Room 70S G2



Webex  
Room 70D G2



Webex  
Room Panorama



Webex  
Room Kit Mini/USB



Webex  
Room Kit



Webex  
Room Kit Plus



Webex  
Room Kit Pro

## In-room sharing

## Collaboration desktop video

## Desktop and mobile apps



Webex  
Share



Cisco IP Phone  
8845 and 8865



Webex  
Desk



Webex  
Desk Pro



Webex  
Apps



Webex  
Contact Center



Cisco  
Jabber

## Personal device: Headset, Camera & Desk Hub

## Desktop voice wire and wireless

## Conference audio



Cisco Headset  
500 Series



Cisco Headset  
700 Series



Cisco WebEX  
Camera



Webex Desk Hub



Cisco IP Phone  
6800, 7800, and 8800 Series



Cisco IP Conference Phones  
7832, 8832

# Cisco Webex Desk Camera and Headset



Cisco Headset  
500 Series



Cisco Headset  
700 Series



Cisco WebEX  
Camera



# Webex Desk Camera

- Up to 4K ultra-HD video with vibrant colors and low-light performance

- AI-powered, intelligent camera

- Centralized management via Webex Control Hub

- Cisco privacy and security

# Stunning in every detail

- Carbon black aluminum housing
- High quality 4K image sensor
- High accuracy IR sensor
- 2 Omni-directional microphones
- Built-in video privacy shutter
- USB-C 3.0 port, includes USB-C & USB-A cables
- Flexible mounting and placement options
- Narrow clip edge adapts to latest generation monitors/displays
- Compact size



# Superior 4K ultra-HD video

## Premium video and features

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Outstanding video clarity, color, smoothness  
with superb resolution and frame rate

Excellent low-light performance with iHDR

Adjustable best FoV for desk conferencing

Fast auto-focus brings peace of mind

Face detection enhanced exposure provides  
the perfect image

10x digital zoom for every detail



# Intelligent camera

## AI-Powered

### Face Recognition

Infra red sensor enables secure login via Microsoft Windows Hello™.



### Occupancy Detection

Infra red camera system can detect occupancy. View this information in Webex Control Hub\*.



**Workspace Utilization  
Dashboards**



**Real-time desk  
availability information**

Intelligent features are powered by the built-in AI chipset with neural network engine  
\*Webex Control Hub display of occupancy metrics will be available at a later phase

# Optimized for Webex, flexible to join any meeting



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Connect with USB-C or USB-A to use the Webex Desk Camera for enhanced video and audio quality

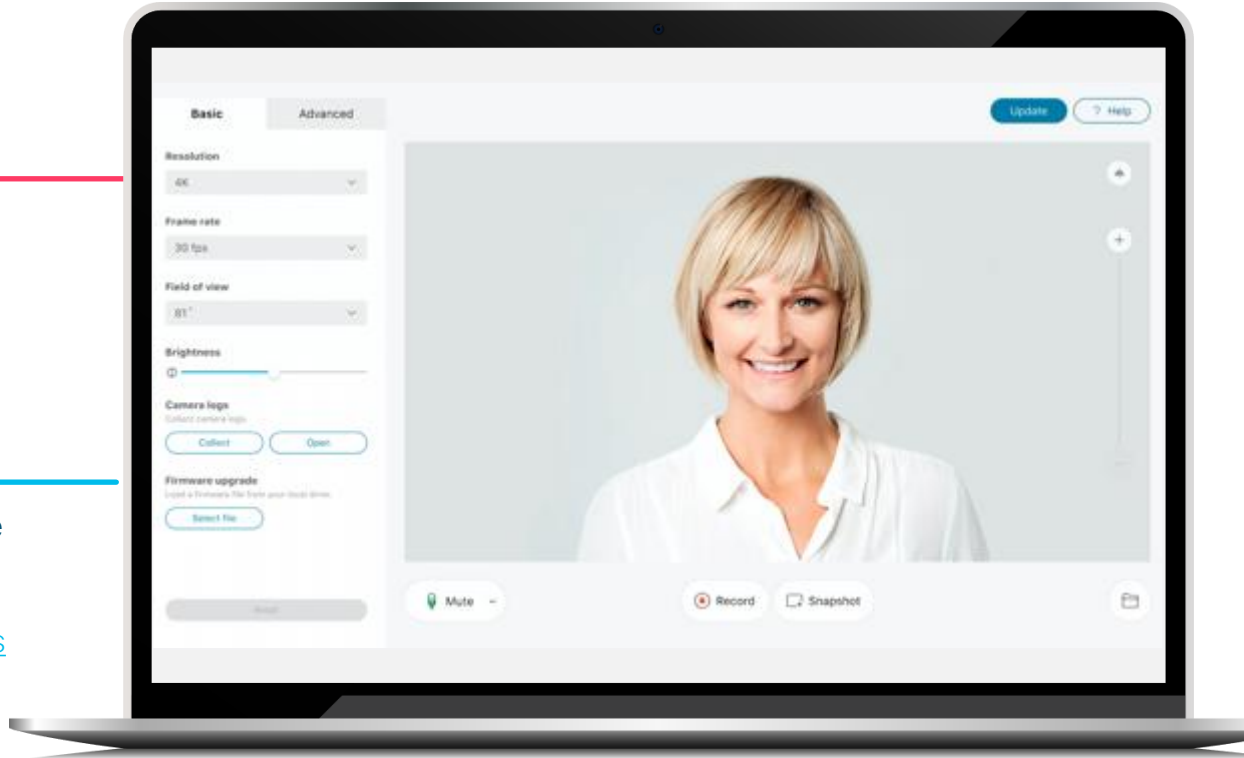
# Webex Desk Camera application

Companion application  
for Windows & MAC PC

For video recording, camera control,  
basic and advanced camera settings,  
firmware upgrade, and troubleshooting

## Cisco Accessory Hub

Or go to Cisco Accessory Hub website  
to upgrade the camera firmware  
via Google Chrome browser  
<https://upgrade.cisco.com/accessories>



# Centralized management, analytics & diagnostics

## Webex Desk Camera as IT asset in Webex Control Hub

Single pane of glass to manage all devices

Inventory management

Firmware management\*

Device analytics\*

Feature usage monitoring\*

Call quality diagnostics\*

\*Firmware management, device analytics, and diagnostics features in Webex Control Hub will be available at a later phase



# Privacy and Security

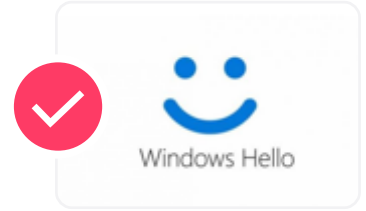
## Multi-layer approach to security and compliance

Secure facial recognition login via Windows Hello, certified with Microsoft for compliance

Physical video shutter to ensure privacy when required

Image authentication for software load that meets corporate policy

Trustworthy enterprise-grade security and end to end encryption on Webex platform



The complete, secure solution for local and remote workers

# Choose the Webex Desk Camera

Superior video &  
meetings integration



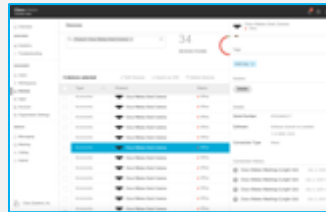
AI enhanced  
innovation



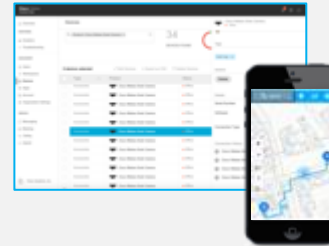
Application for  
camera settings



Inventory & device  
management



Notifications &  
troubleshooting



Workspace  
analytics



# Webex Desk Camera Central Management- cloud and on-premise platform



Third Party Webcam

Key Features	Webex Control Hub	CUCM Management	Other vendors Webcam Management
Application Platform	Webex Control Hub	Coming Soon	Do not have Webcam Management
Webex Camera Management	Yes	Coming Soon	No
Firmware Upgrades	Yes – Via Camera App or Cisco Client	Coming Soon	No
Inventory management	Yes – Coming Soon	Coming Soon	No
Bulk Deployment/Templates	Yes – Coming Soon	Coming Soon	No
Live Device Status	Yes – Coming Soon	Coming Soon	No
User/Desk Analytics	Yes – Coming Soon	Coming Soon	No

\*\*All Cisco pricing (GPL) in this document is provided for planning and information purposes only and is not a binding offer from Cisco. Competitive list prices from public websites as of Aug19.

# Headset Series



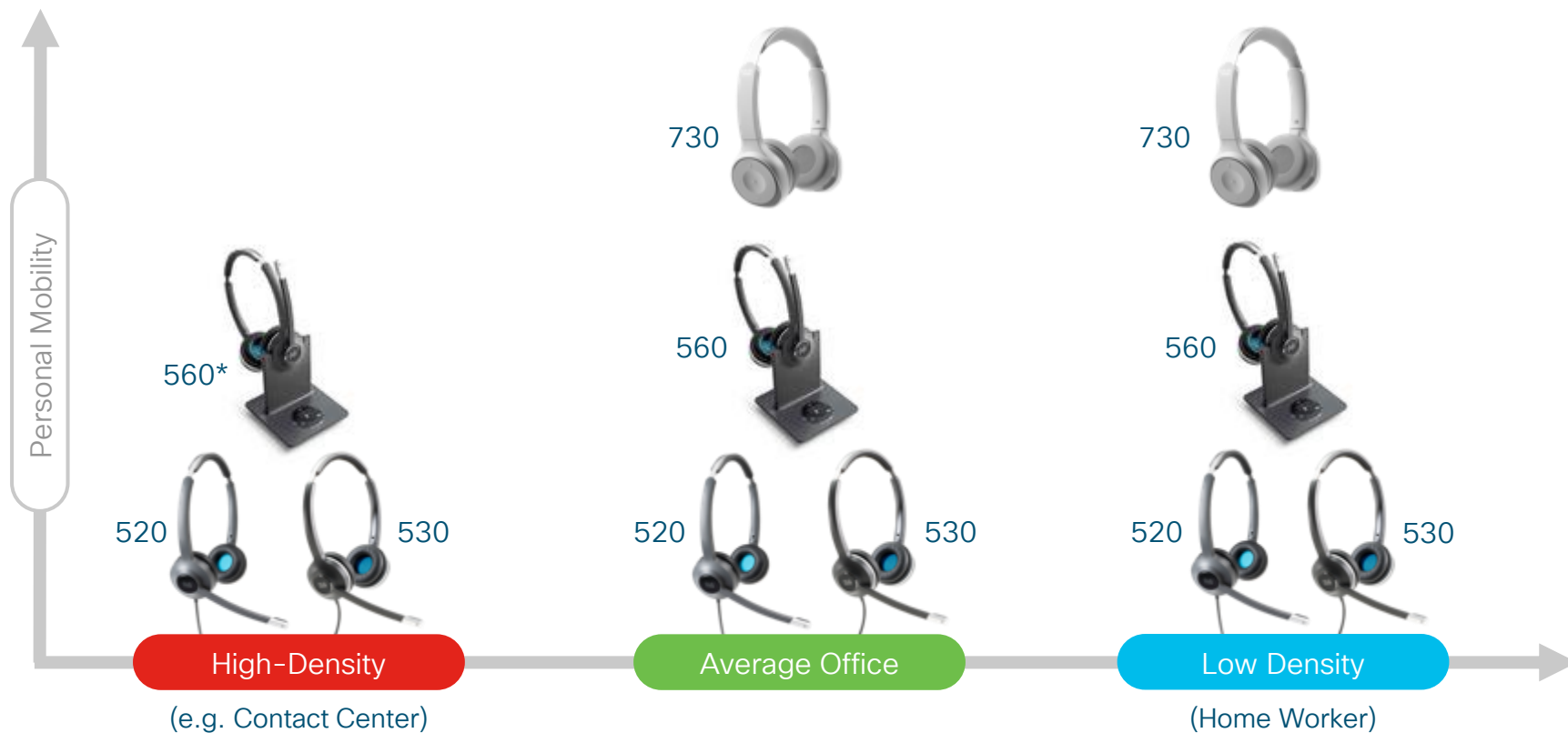
# Cisco Headsets model comparison



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

# Headset Deployment Guidelines



\*Please reference the [DECT white paper](#) for deployment of the 560 in high-density workspaces

# 500 Series wired models




# Cisco Headset 521/522



- Single and dual earpiece models
- Flexible **USB-A** and **3.5mm** connection
- Busy indication
- Powerful noise reduction



Incoming call	Blinking green	
Active call	Steady green	
	Steady green	
Muted call	Steady red	

# Cisco Headset 531/532



- Single and dual earpiece models
- **RJ9** connector version
- **USB-A** adaptor version
- Busy indication
- Powerful noise reduction

# 500 Series wireless models



# Cisco Headset 561/562 with standard base



- Wireless
- Best-in-class audio
- Easy enterprise deployment
- Robust on-ear controls
- Connectivity
- Security
- Easy to order

# Cisco Headset 561/562 with multibase

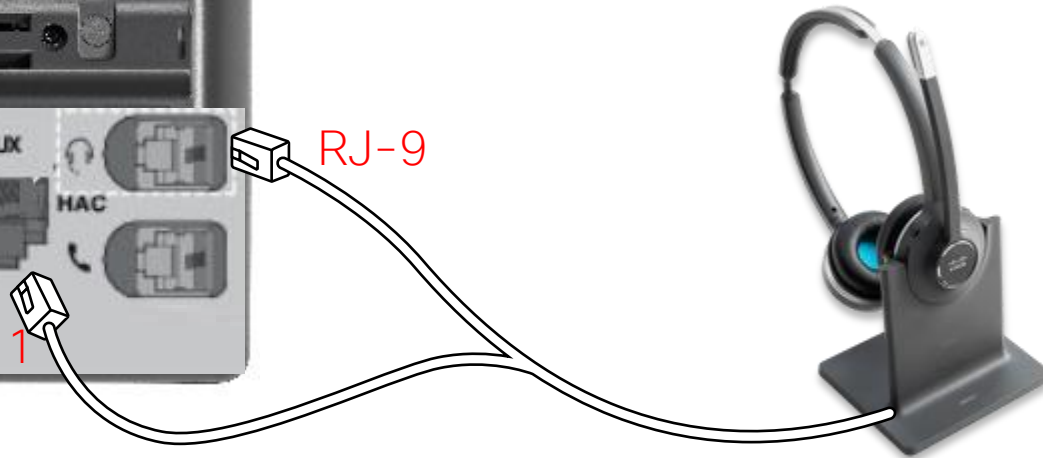


- Wireless
- Best-in-class audio
- Easy enterprise deployment
- Robust on-ear controls
- Multiple connection support
  - 2 Cordless Devices + 2 USB or 1 USB + 1 RJ 9/11
  - Answer from any source with a single button
  - Easily switch between sources
- Security
- Easy to order

# Cisco Headset 561/562 Y-cable connectivity



The Y-cable must be plugged into **both** the headset port and the AUX port on the phone and wireless headset hookswitch control enabled



# Cisco Client integrations



# Compatible Cisco solutions

## Cisco Headset 500 Series

Cisco IP Phones



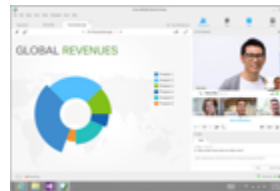
Cisco Webex Desk Pro and DX80



Cisco Jabber



Cisco Webex Meetings



Cisco Webex Teams



## Cisco-on-Cisco Benefits

- In-call controls: volume, mute, answer/reject/end, hold/resume
- Audio customizations on supported clients
- Automatic firmware updates
- Single panel headset administration

Please review the Data Sheet [here](#) for the most current compatibility information and required firmware details.

# Magic experience with Cisco Headset and phone



Magic experience availability	78xx	8811/ 8841/45	8851/ 8861/65
USB Cable (52x, 53x, 56x)	N/A	N/A	Yes
Y-cable (56x)	Yes	Yes	Yes

Record / Playback

Tune Audio

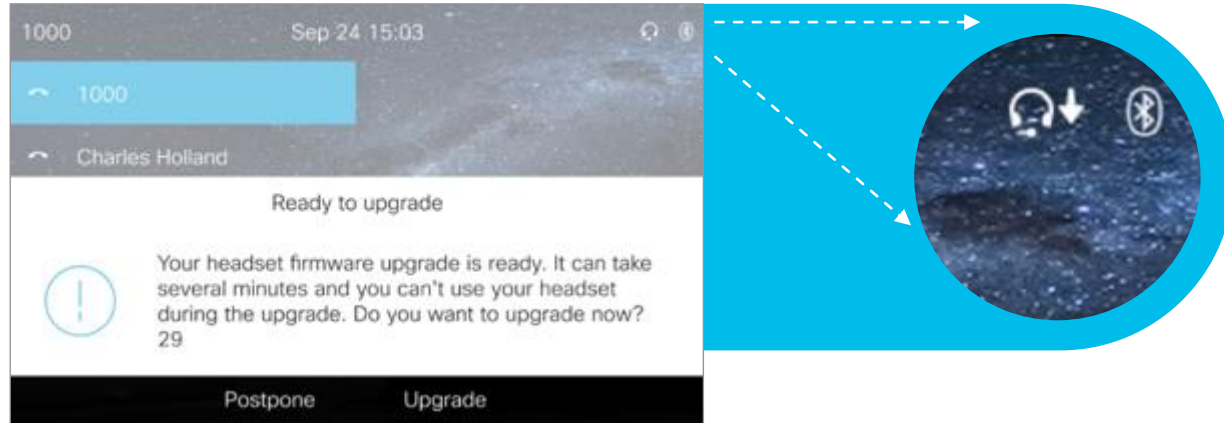
Automatic Software Updates

# Firmware upgrades



# Headset firmware upgrade

- Headset firmware is pushed to the headset via:
  - CUCM via Cisco IP Phone or Cisco Jabber
  - Control Hub via Webex Teams desktop application
- The Cisco 7800/8800 proxies the firmware from CUCM
  - The headset icon will show an animated down arrow indicating upgrade in progress

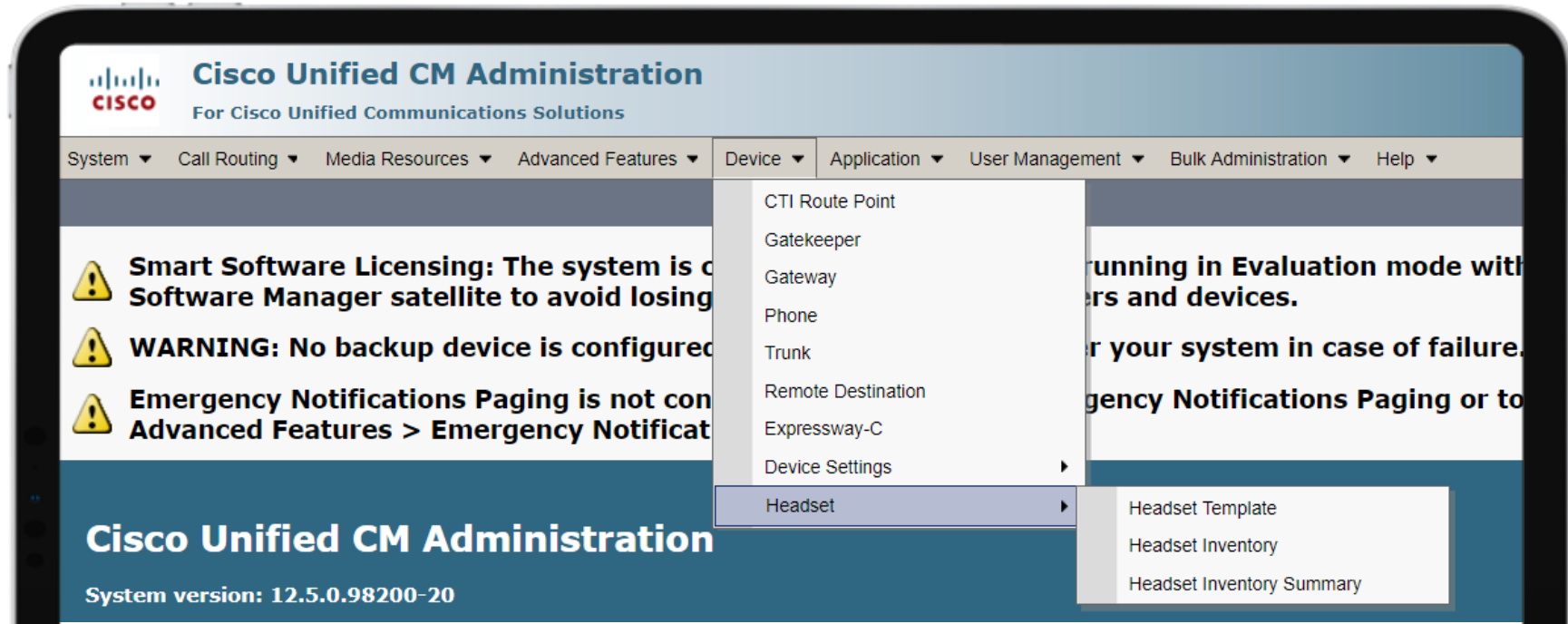


# Headset management



# CUCM\* headset support

Watch a demo of CUCM headset management here ... <http://cs.co/headset-management>



# CUCM\* headset support

## Inventory detail

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

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

**Find and List Headset Inventory** Related Links: [Headset Inventory Summary](#) ▾

☐ Select All ☐ Clear All ☒ Delete Selected

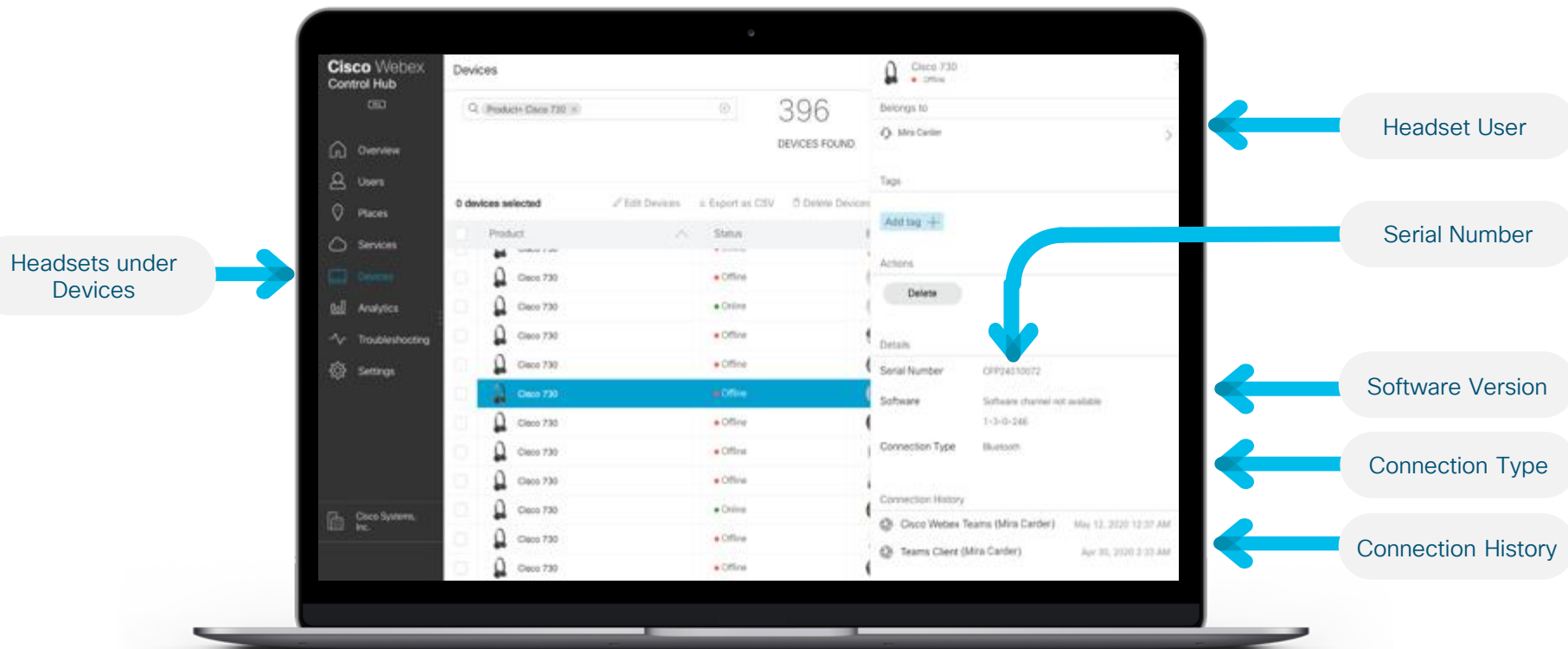
**Status**  
4 records found

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

Find Headset Inventory where Model ▾ begins with ▾

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

# Headset inventory in Webex Control Hub



My personal favorite -521 (3.5mm & USB-A)



3.5mm jack



## Summary:



Cisco Headset  
500 Series



Cisco Headset  
700 Series



Cisco WebEX  
Camera

1. Superior audio, video & meetings integration with AI
2. Inventory & device Management
3. One device with multiple capabilities and usages

# Why Cisco- Single Platform & Management

On-premise CUCM



Webex Control Hub

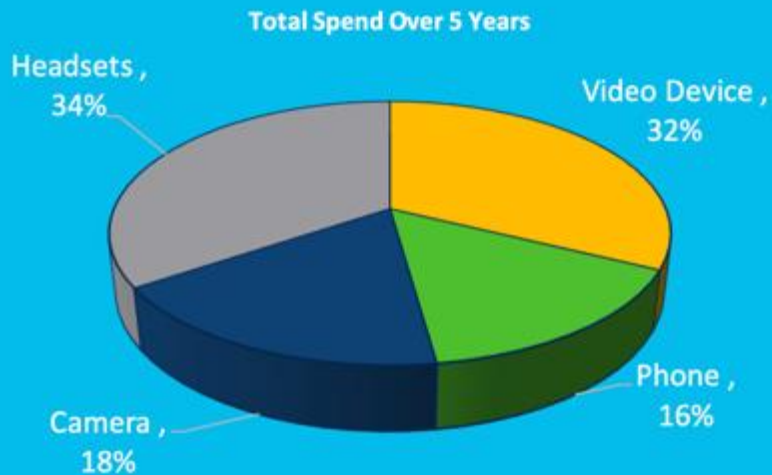


1. Management – Provision, Control, Monitor & Fix
2. Cost – Full Asset & License Management
3. Analytics – Full Utilization Statistics

Manage all collaboration in one place; Calling, Messaging, Meetings Headsets, Phones, Desk Video, Room Video & Room Navigation



# How Much are you Spending on Devices?



### Example Device Spend 5000 User customer

- Penetration – Video 3%, Phone 60%, Camera 30%, Headsets 60%
- Camera & Headset could easily account for +50% of device spend over 5 years

Device Spend Per Customer										
Customer Size	5000	Users	Spend per Year - simple hardware purchase							
	Ave. Spend per device	% Penetration	Refresh # of Years	# of devices	Year 1	Year 2	Year 3	Year 4	Year 5	Total Spend
Video Device	5000	3	5	150	750000	37500	37500	37500	37500	900,000
Phone	120	60	8	3000	360000	18000	18000	18000	18000	432,000
Camera	150	30	3	1500	225000	11250	236250	11250	11250	495,000
Headsets	100	60	1.5	3000	300000	315000	15000	315000	15000	960,000
Growth rate	5%	per year				Total Device Spend over 5 years				2,787,000
Green	refresh year, likely 100% refresh of year 1 spend + growth									



Q&A



