Webex Share Deployment

Webex Share best practices

Keep these limitations in mind as you set up and use your Webex Share:

- Your device needs a dry, well-ventilated space that is free of any obstructions. Webex Share operates at an external temperature of 32° to 140°F (0° to 60°C) so it is warm when you touch it.

- Don't expose the device to water or liquids as they could damage your Webex Share.

- Webex Share has an acoustic horn that enables ultrasound proximity pairing. Never block the acoustic horn. For best performance, point it away from the floor and from other absorbing surfaces, such as carpets or fabrics.

- Webex Share functions best when it is the only ultrasound pairing device in the room. Some laptops have automatic noise canceling turned on by default for the microphone input. This prevents ultrasonic pairing.

- If your Webex Share gets dirty, wipe it with a soft, dry cloth. Don't use any liquids or powders on the device because they can contaminate the components and cause failures.

- The HDMI cable is designed to hold the weight of the device. Avoid unnecessary tugging, bending, or stress on the cable. Use the included cord keeper to support the connector cable and reduce the stress on the device. Don't let the Webex Share hang freely because this places stress on the connector cable and damages the unit.

- When you install the Webex Share, hold it in one hand and grasp the connector cable case in the other hand. Push the cable connector into the HDMI screen display port. Don't grasp the cable body.

- When you remove a cable, hold the Webex Share in one hand and grasp the connector cable case in the other hand. Gently pull the cable connector out of the HDMI screen display port. Don't pull on the cable body or the Webex Share.

- Some Webex Share features require Consumer Electronics Control (CEC) so connect your Webex Share to a HDMI-CEC port on your display screen. Refer to the screen documentation for additional information.

Use the following workflow as you deploy and install your device.

Before you begin

Webex Share is designed so you can quickly and easily deploy it in your workplace, but you must be familiar with the documentation. Before you deploy your Webex Share, read the following sections:

- Webex Share Specifications and Requirements
- Webex Share Best Practices
- Supported Browsers for Webex Share
- Supported Languages for Webex Share

Procedure

	Command or Action	**Purpose**
Step 1	Prepare your environment for Webex Share.	Before you install your Webex Share, create a Workspace and add services to the device. If the activation code has expired, then you generate a new one. If required, you set a proxy and generate a certificate.
		Note After you activate the device, you can't access or change your network settings without a factory reset.
Step 2	Connect and Activate Your Webex Share.	Connect your Webex Share to your display screen. Generate your certificates if needed.
Step 3	Pair your Webex Share.	Connect your device to your meeting tool.
Step 4	Customize your Webex Share with features.	Configure the settings to suit your needs.

Prepare Your Environment

Before you deploy your Webex Share, complete the steps in the following sections. The Set a Proxy and Generate a Certificate steps are optional.

Create a workspace and add services for a Webex Share

Before you can use your Webex Share, you associate the device to a physical location.

Procedure

Step 1 From the customer view in https://admin.webex.com, go to **Management** > **Workspaces**, and click **Add Workspace**.

Step 2 Enter a name for the workspace (such as the name of the physical room), select room type and add capacity. Then click **Next**.

Step 3 Choose **Cisco Webex Rooms device**, and click **Next**.

You can only have one type of device in a single space. For example, you can add up to 10 desk phones to a lobby or a single Webex Room Device, but not a combination of the two.

Step 4 Choose **Call on Webex (1:1 call, non-PSTN) (default)**. Although a call service doesn't apply to Webex Share, select the default to move to the next step.

Step 5 (Optional) Toggle on the calendar service so that people can use One Button to Push (OBTP) on this device, and then click **Next**.

Step 6 If you toggled on the calendar service, enter or paste the email address of the calendar mailbox for the room device. This is the email address that is used to schedule meetings.

- For devices that will be scheduled in Google Calendar, enter the Google resource email address from G Suites (Calendar > Resources).

- For devices that will be scheduled in Microsoft Exchange or Office 365, enter the email address of the room mailbox.

Step 7 Click **Next**, and generate your Activation code.

If you use certificates, then deploy the certificate to your Webex Share before activating it.

Set a proxy for Webex Share

If your organization uses firewalls, you may want to set up a proxy server so that users can connect with people outside your organization. The proxy is responsible for filtering that connection.

Procedure

Step 1 Plug in Webex Share as shown in the printed *Let's get started* document found in the box.

- Wired Connection (Ethernet): Your TV shows the Webex Share IP address and prompts you to enter this IP address in your web browser.
- Wireless Connection (Wi-Fi): Your TV shows the Webex Share Wi-Fi SSID and prompts you to connect to that network.

Step 2 Access the device webpage.

- Ethernet: In your web browser (from your laptop or mobile device), enter the Webex Share IP address to access the device page.
- Wi-Fi: With the provided password, connect (from your laptop or mobile device) to the Webex Share Wi-Fi network to access the device page.

Step 3   Click **Set Proxy**, click **Edit**, and fill in the required fields as needed.

- Proxy: Use a standard URI.

  Example: example.mycompany.com:80

- (Optional) Username: Enter a value if necessary for authentication.

- (Optional) Password: Enter a value if necessary for authentication.

- (Optional) Confirm Password: Enter the same password as you entered in the Password field.

Step 4   Click **Save**.

Generate a new activation code

You generate your Activation code when you create your Workspaces in Control Hub. But the code expires after 7 days so users may require a new one.

Procedure

Step 1   From the customer view in https://admin.webex.com, go to **Workspaces**.
Step 2   Search for the Workspaces associated with your device and select it.
Step 3   Click **Generate Activation Code**.
                The code displays on your computer screen.
Step 4   Enter the activation code on your device.

Webex Share connects to your television or HDMI display with the HDMI-CEC port. There are several ways to power your device so choose the one that works best for your office.

- Wi-Fi—For administrators who require a wireless office.

- Ethernet with a Power Adapter—For administrators who require a consistent, efficient power source.

- Ethernet with a Power over Ethernet—For administrators who require a consistent power source but only want a single cable. PoE is easier to manage, but it can use more electricity. Confirm that your device connects to a RJ-45 port that supports PoE.

Note   If your organization uses enhanced security, you can generate and manage certificates to complete authentication of a new device with your corporate network.

As you install your device, keep the following best practices in mind:

- Your device needs a dry, well-ventilated space that is free of any obstructions. Webex Share operates at an external operating temperature of 32° to 140°F (0° to 60°C) so it is warm when you touch it.

- The HDMI cable is designed to hold the weight of the device. Avoid unnecessary tugging, bending, or stress on the cable. Use the included cord keeper to support the connector cable and reduce the stress on the device. Don't let the Webex Share hang freely because this places stress on the connector cable and damages the unit.

- Webex Share has an acoustic horn that enables ultrasound proximity pairing. Never block the horn. For best performance, point it away from the floor and from other absorbing surfaces, such as carpets or fabrics.

- Webex Share functions best when it is the only ultrasound pairing device in the room. Some laptops have automatic noise canceling turned on by default for the microphone input. This prevents ultrasonic pairing.

- When you install the Webex Share, hold it in one hand and grasp the connector cable case in the other hand. Push the cable connector into the HDMI screen display port. Don't grasp the cable body.

After you have connected your Webex Share to your TV or display screen, enter your activation code to register the device.

Note Some Webex Share features require Consumer Electronics Control (CEC) so connect your Webex Share to a HDMI-CEC port on your display screen. Refer to the screen documentation for additional information.

If you use security certificates, then deploy them to the Webex Share before activating your device. You need your device's IP address which appears on your display screen after you connect Webex Share to your network.

Wi-Fi

Deploy your Webex Share with Wi-Fi if you do not want cables in your office. Webex Share supports the following authentication protocols:

- Extensible Authentication Protocol-Transport Layer Security (EAP-TLS)—Doesn't require username and password authentication. EAP-TLS requires certificate authentication and validation. Certificates require authentication on both the client and server, as well as a public and a private key.

- Extensible Authentication Protocol-Flexible Authentication via Secure Tunneling (EAP-FAST)—Requires username and password authentication.

- Protected Extensible Authentication Protocol - Microsoft Challenge Handshake Authentication Protocol version 2 (PEAP-MS-CHAP-v2)—Requires username and password authentication.

- Protected Extensible Authentication Protocol - Generic Token Card (PEAP-GTC)—Requires username and password authentication.

Also you can select **Automatic** which detects the available authentication methods and chooses one in the following order:

- Extensible Authentication Protocol (EAP) methods (see the preceding list)

- Wireless Private Key (WPK)—Requires shared passphrases for authentication

- Wired Equivalent Privacy (WEP)—Requires shared passphrases for authentication
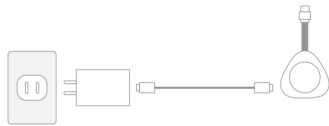
- OPEN—No authentication

Note	Some Webex Share features require Consumer Electronics Control (CEC) so connect your Webex Share to a HDMI-CEC port on your display screen. Refer to the screen documentation for additional information.

Before you begin

- Choose whether you will use your laptop or your mobile device to complete the setup.

- Make sure you have the proper equipment.

- Add Webex Shareto a Place.

- Set a proxy if your organization uses one.

- Obtain your activation code.

Procedure

Step 1   Plug in the device as shown in the printed *Let's get started* document found in the box. Use the Wi-Fi adapter shown here:

Step 2   Use your mobile device or laptop to connect to the hosted access point (AP). Enter your Wi-Fi credentials when prompted.

If you don't see your Wi-Fi network, refresh your list of Wi-Fi networks. Hidden networks do not appear in the list.

a) Click **Network** > **Wi-Fi** .
b) Select your organization's network.
c) If you use a hidden network, select **Join other network** .
d) If you use a hidden network, enter the Service Set Identifier(SSID).
e) Select your authentication method from the drop-down list.
f) Enter your login credentials if necessary.
g) Click **Join** .

Step 3   Click **Enter Activation Code** to enter your activation code.

If you use security certificates, then deploy them to the Webex Share before activating your device.

Ethernet with a power adapter

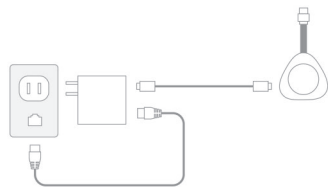Deploy your Webex Share with a power adapter if you want a consistent power source for your device.

Note
Some Webex Share features require Consumer Electronics Control (CEC) so connect your Webex Share to a HDMI-CEC port on your display screen. Refer to the screen documentation for additional information.

Before you begin

- Choose whether you will use your laptop or your mobile device to complete the setup.

- Make sure you have the proper equipment.

- Add Webex Share to a Workspace.

- Set a proxy if your organization uses one.

- Obtain your activation code.

Procedure

Step 1   Plug in the device as shown in the printed *Let's get started* document found in the box. Use the Ethernet adapter shown here:

Your TV shows the Webex Share IP address and prompts you to enter this IP address in your web browser.

Step 2   In your web browser (either your laptop or mobile device), enter the IP address to access the device page.

Step 3   In your web browser, add and confirm a security exception for the web page.

Step 4   Click **Setup** in your web browser.

Step 5   Click **Enter Activation Code** to enter an activation code.

If you use security certificates, then deploy them to the Webex Share before activating your device.

Step 6   Follow the remaining instructions in your web browser to complete the setup.

Ethernet with a Power over Ethernet

Deploy your Webex Share with Power over Ethernet (PoE) if you need a power source but only want one cable connected to your device.
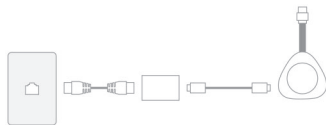
Note
Some Webex Share features require Consumer Electronics Control (CEC) so connect your Webex Share to a HDMI-CEC port on your display screen. Refer to the screen documentation for additional information.

Before you begin

- Choose whether you will use your laptop or your mobile device to complete the setup.

- Make sure you have the proper equipment.

- Add Webex Share to a Place.

- Set a proxy if your organization uses one.

- Obtain your activation code.

Procedure

Step 1	Plug in Webex Share as shown in the printed *Let's get started* document found in the box. Use the Power over Ethernet (PoE) adapter shown here:

	Your TV shows the Webex Share IP address and prompts you to enter this IP address in your web browser.
Step 2	In your web browser (either your laptop or mobile device), enter the Webex Share IP address to access the device page.
Step 3	In your web browser, add and confirm a security exception for the web page.
Step 4	Click **Setup** in your web browser.
Step 5	Click **Enter Activation Code** to enter an activation code.
	If you use security certificates, then deploy them to the Webex Share before activating your device.
Step 6	Follow the remaining instructions in your web browser to complete the setup.

Pair Webex Share to Webex

To get the most out of your Webex Share, use it with the Webex. Once you connect, you can collaborate with your coworkers by sharing ideas and having meetings.

Pairing uses ultrasonic sound waves to locate and pair your device with Webex.

Tips for pairing

Pairing uses ultrasonic sound waves to locate and pair your device with Webex, so as you pair your devices note the following:

- Devices pair successfully in 3–5 seconds. If they don't pair within that time, then there is an issue.

- Nearby devices can interfere with your device so close your room door. Make sure that you only have one Webex Share in the room.

- If you have multiple devices in the same workplace, consider manually pairing your devices.

- Enable your computer mic and confirm that another app is not using your computer mic

Pair Automatically

You can automatically pair with Webex. Automatic pairing means you pair without doing anything other than the initial configuration.

If you use automatic pairing, then note that this feature uses ultrasonic sound waves to locate and to pair your device with Webex. If you have multiple devices nearby then you may share information with another user by accident. It may be best if you manually pair your device.

Turn on automatic pairing from your Windows computer

If you can't pair with your Windows computer then check your settings in Webex.

Procedure

Step 1   From Webex, click your profile icon and select **Settings**.

Step 2   Click **Devices** and see if **Automatic Pairing** is checked. If it's not, check it and click **Save**.

Step 3   If **Automatic Pairing** is checked and not working, your computer may not support it. In this case, try manually pairing.

Turn on automatic pairing from your Mac computer

If you can't pair with your Mac computer then check your settings in Webex.

Procedure

Step 1   Click **Webex App** on the menu bar and select **Preferences**.

Step 2   See if **Automatic Pairing** is checked. If it's not, check it and close the pop-up.

Step 3   If **Automatic Pairing** is checked and not working, your computer may not support it. In this case, try manually pairing.
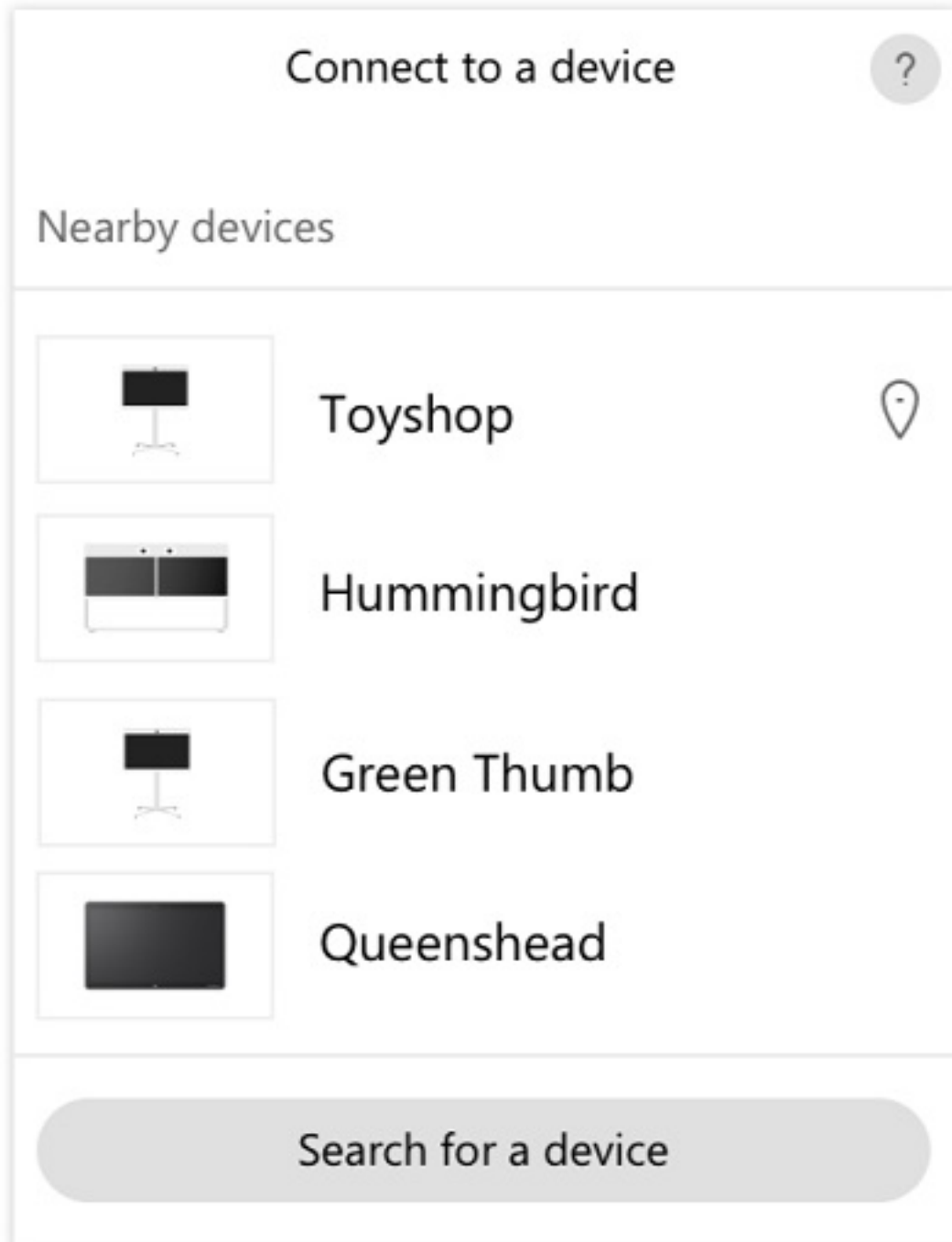
Pair Manually

If you prefer, you can connect with Webex each time you use your app.

Pairing uses Ultrasound to connect so pair manually if you have many devices in your workplace and you want greater control over who connects to your meetings.

Procedure

Step 1   Select **Connect to a Device** to view a list of devices. Select your device from the list.

    Tip   If you select **Search for a device**, you can search by name. A list of recently connected devices displays for you.

Step 2 When the PIN displays on the device, enter it in the Webex. If you're in a meeting room with several people, you'll all use the same PIN to connect your app to the device.

Note Enter the PIN that displays on the device.

Tip The PIN remains valid for 5 minutes.

Many settings and features are enabled by default. But you can customize these items to suit your needs.

Set up features for a single device

All Cloud-based features are configured and controlled from Control Hub. You can enable different features as your needs change.

Procedure

Step 1 From the customer view in https://admin.webex.com/, go to **Devices**.

Step 2 Select your device from the inventory.

Step 3 Scroll down and select **Advanced Configurations**.

Step 4 Select the feature and configure the settings.

Step 5 Click **Apply**.

Step 6 Click **Close**.

Control Hub Parameters

Customize your device from Control Hub so it suits your needs.

✎

Note If you use Standby, then note the following limitations:

- Standby requires Consumer Electronics Control (CEC) so connect your device to a display port that supports HDMI-CEC.

- Some HDMI display screens support HDMI-CEC, but don't support Standby.

- Don't deploy a HMI switch between your display screen and the device.

- You may have to enable Standby on the display screen and configure the feature settings in Control Hub.

Refer to the HDMI display screen documentation for additional information about Standby.

The following table describes the features available in Control Hub. Use this information as you configure your features.

Table 1: Features and Parameters

Parameter	Field Type or Choices	Default	Description
DigitalSignageServer	—	—	Allows you to show custom content on your display screen.
Language	Pull down menu	English (United States)	Select your preferred display language.
Maintenance > Restart	Do Nothing Restart	Do Nothing	Restarts your device. It doesn't affect your settings and it retains the log files.
Standby > Control	On Off	On	Allows the display to enter power save mode. When set to **On**, your display sleeps when idle. Disable this parameter if your display screen doesn't support HDMI-CEC.
Standby > Delay	Slider	10 minutes	Sets the delay before your device enters Standby mode and the screen display turns off. If you configure Digital Signage, then this parameter resets to 120 minutes.

Parameter	Field Type or Choices	Default	Description
Standby > WakeupOnVoiceDetection	On Off	On	Allows your screen display to come on when someone speaks in the room. When enabled, your screen leaves Standby mode and turns on when it detects a sound in the room. This feature works with Standby > Control and Standby > Delay to prolong the screen display life.
Time Zone	Pull down menu	Automatic	Configure your local time zone.
UltrasoundVolume	Slider	100	Detects Webex devices in the room. **Note** We recommend that you leave this field at the default setting.

Disconnect your Webex Share

You disconnect your Webex Share if you have to move the device to another HDMI display screen.

⚠️

Caution Do not pull or tug on the cable body or the device as you disconnect the Webex Share. Excessive force or stress on the cable damages the device. Always grasp the cable connector case when you disconnect the device from the HDMI display screen.

Procedure

Step 1 Grasp the Webex Share in one hand.

Step 2 Grasp the cable connector case in the other hand. The case is the plastic housing that protects the end of the cable connector.

Step 3 Gently pull on the connector case and remove the device from the HDMI screen display port.