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Let's go



The bridge to possible

# Cisco IP Phones, headsets, and webcams

The product updates that we all need to know

David Scott, CCIE - Product Manager

# Agenda

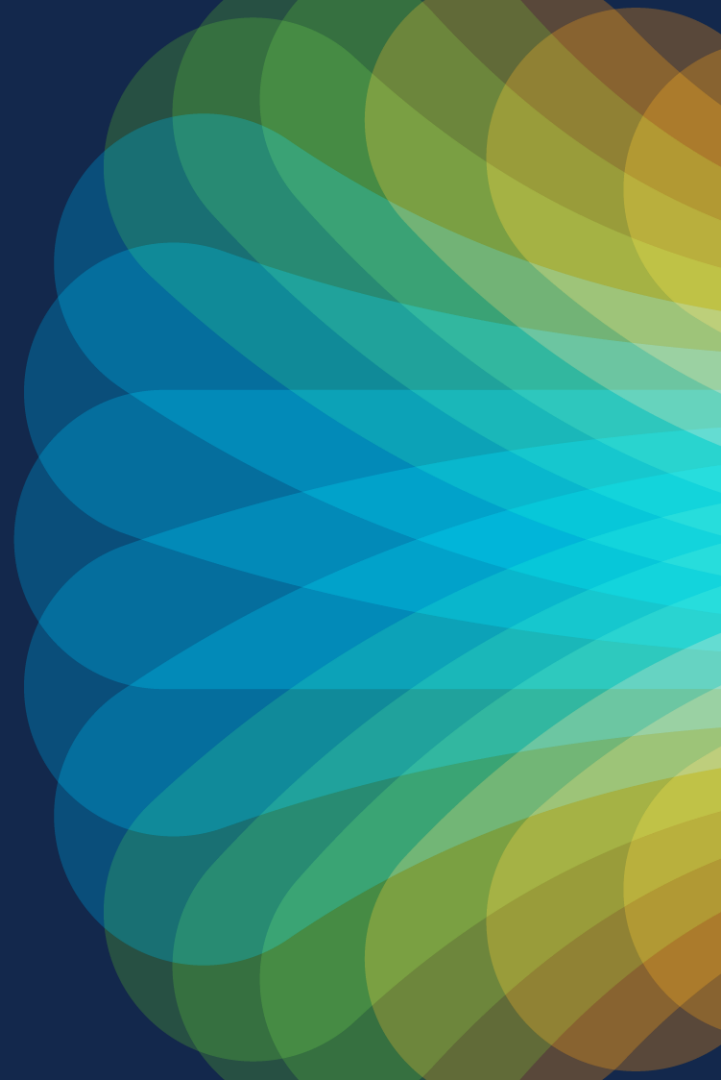
- Brand new 6800, 7800, and 8800 phone features
- Hybrid work - Hotdesking and meetings integration
- Phone firmware migration
- DECT Wireless Phones and Cisco Wireless Phones 840/860: Which to deploy where?
- Cisco Headsets including Microsoft Certified Cisco Headsets

Join at  
Slido.com  
#3325234





# Introduction



# A wide portfolio for every use case



DECT Phones



Wireless Phones



6800 Series



7800 Series



8800 Series

Value

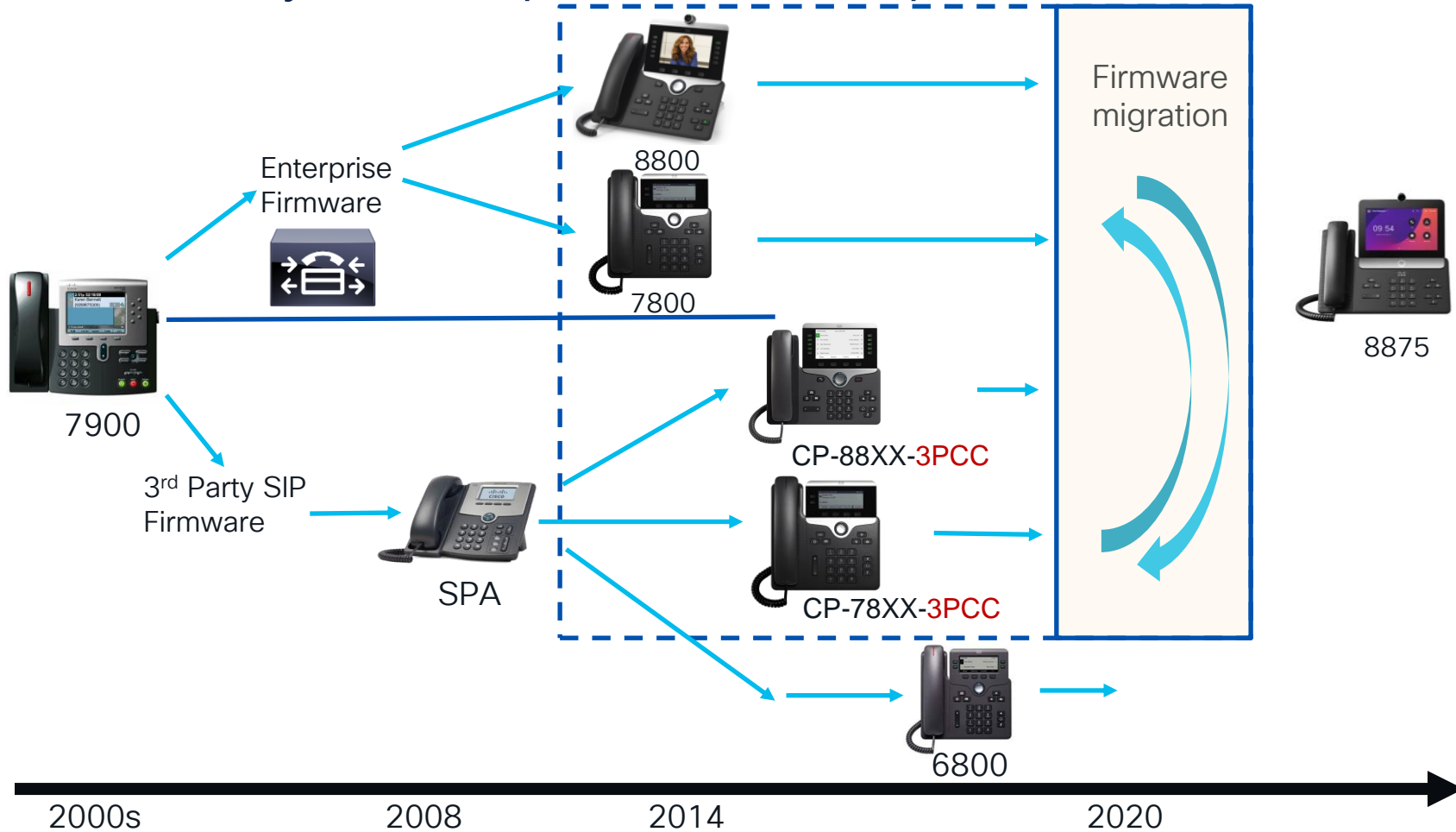
Mid

Premium

Frontline

Hybrid

# A Brief History of Enterprise and Multiplatform Phones



# What are Multiplatform Phones (MPP)?

## Open platform calling



Cisco BroadWorks

Webex Wholesale

Webex Calling

Asterisk

3<sup>rd</sup> Party  
Call  
Control

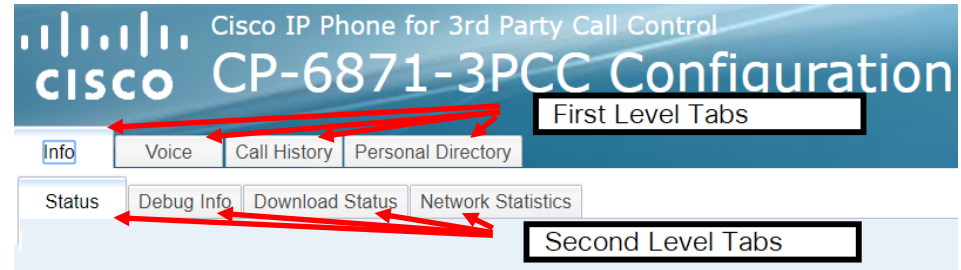


# What are Multiplatform Phones?

Phones for open SIP environments

- The MPP product line will connect to:
  - Webex Calling
  - Broadsoft-based call control:
    - Broadworks
    - Webex Calling Carrier
    - Webex Wholesale
  - Open SIP Platforms such as Asterisk
- Standards-based, RFC3261 and related RFCs
- Highly configurable (> 1,600 exposed parameters on phone)

6800/7800/8800 (MPP)



## Cisco Enterprise Phone

Device Information	
Cisco Unified IP Phone CP-7841 ( SEP6C416A369241 )	
Service mode	On-premise
Service domain	
Service state	Idle
MAC Address	6C416A369241
Host Name	SEP6C416A369241
Phone DN	1101
App Load ID	rootfs78xx.14-0-1-0001-135
Boot Load ID	sboot78xx.14-0-1-0001-135
Version	sip78xx.14-0-1-0001-135
Hardware Revision	0

# What features do Multiplatform Phones provide?

## Features that are MPP Only

- QR Code Hotdesking
  - Meeting Integration
  - Cloud Aware
- Webex Calling
- 3<sup>rd</sup> Party Call Control
  - Stateful Firewall
  - Noise Removal on 8800
  - Cloud Provisioning via activation codes
  - Configurable LEDs

## MPP and Enterprise common features

- Core telephony features
- Survivability
- Smartphone Bluetooth Pairing
- Custom Wallpaper
- Audio (Multicast) Notifications
- Cisco Headset Integration
- VPN
- Activation Codes
- Accessibility – Voice Feedback

# The Cisco lineup of Multiplatform & Enterprise Phones

## Cloud Only

### Cisco 6800 Series



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

## CUCM or Cloud

### 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

# The 6800 Series key features



	6821	6841	6851	6861	6871
Screen	240x120 (2.5") backlit grayscale	396x162 (3.5") backlit grayscale	396x162 (3.5") backlit grayscale	320x120 (3.2") backlit grayscale	480x272 (3.5") color
Ethernet switch	10/100	10/100/1000	10/100/1000	10/100	10/100/1000
Programmable line keys	2	4	4	4	6
Programmable soft keys	4	4	4	4	4
Headset port	✓	✓	✓	✓	✓
EHS support (AUX)			✓	✓	✓
Full duplex speakerphone	✓	✓	✓	✓	✓
Wideband audio	NB Handset	✓	✓	✓	✓
POE class	1	N/A	2	N/A	3
USB Port					✓
KEM			1		
Wall mount	Keyholes, no kit	✓	✓	✓	✓
Gigabit enabled		✓	✓		✓
Orderability	Now	Now	Now	Now	Now



# 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	✓	✓	✓
EHS 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



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 8800 Series – Video phones

## Key Features



Display	800 x 480 WVGA (5")	800 x 480 WVGA (5")	1024 x 600 WSVGA (7")
Touchscreen 7-inch display			✓
Ethernet Switch	10 / 100 / 1000	10 / 100 / 1000	10 / 100 / 1000
Programmable Line Keys	10	10	16
Programmable Soft Keys	4	4	N/A
Headset Port (RJ9)+EHS RJ11	✓	✓	✓
Full Duplex Speakerphone	✓	✓	✓
Wideband Audio	✓	✓	✓
Integrated Bluetooth	✓	✓	✓
USB-A		✓	✓
USB-C			✓
KEM Support		✓ (3)	
Wifi		✓	✓
HD 720p Video	✓	✓	✓
HD 1080p Video			✓
POE Class	2	4	4

Introducing Cisco Video Phone 8875



# The first desk phone built for hybrid work

7" touch screen

1024 x 600-pixel resolution

Wideband handset

Bluetooth 4.2 LE

1080p camera with privacy shutter. 72° horizontal field of view, 45° vertical field of view

One button to join meetings experience

Illuminated wake button

1 USB-A (side)  
1 USB-C (rear)

Traditional telephony keypad



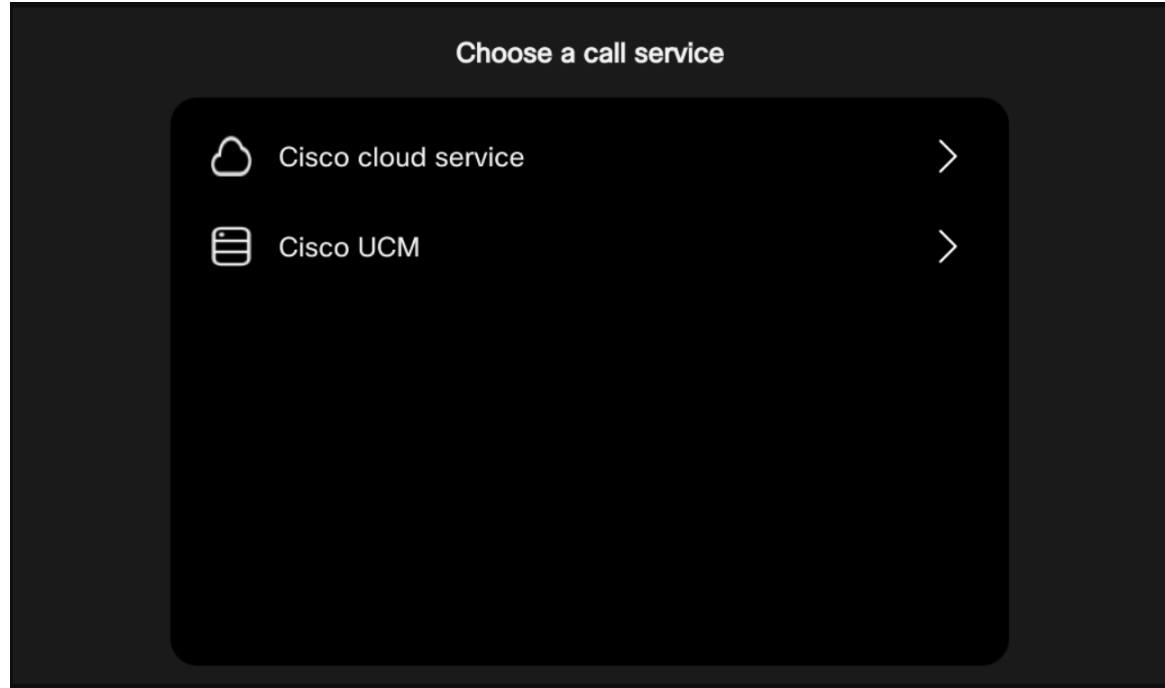
**CISCO** *Live!*

# 8875 Simplified Provisioning Out of the Box

- The 8875 PhoneOS can register to CUCM or the cloud after a factory reset.
- An initial setup screen may appear and provide options if DHCP Option 150 is detected and CUCM auto-registration is enabled.
- The setup screen is bypassed if DHCP Option 150 is detected, and the MAC address has already been provisioned in CUCM.
- Video tutorial:

<http://cs.co/8875-oob>

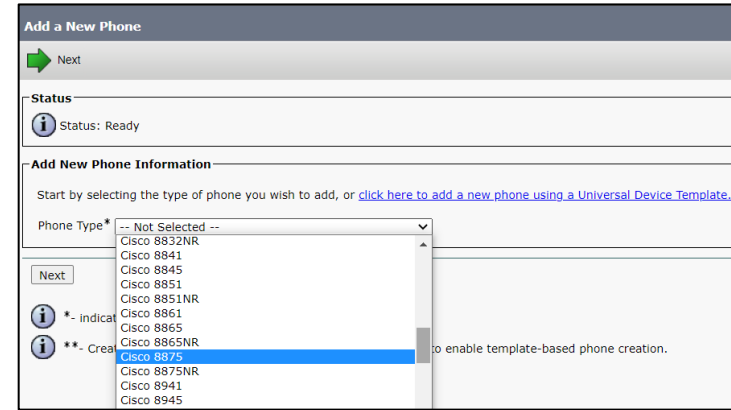
**CISCO** *Live!*




# CUCM Installation of 8875

Install latest QED or Device Pack on CUCM 12.5 or higher

- Install QED. QED is a device enabler. Essentially a miniature device pack.
- You must restart CUCM node or CUCM service & TFTP service.
- Expressway is supported with Activation Codes.



File Information	Release Date	Size
Cisco Video Phone 8875/8875NR Phone Enabler - Compatible CUCM Versions: 12.5(1) and higher <a href="#">cmterm-phone-8875-8875NR-QED-20230601.cop.sha512</a> <a href="#">Advisories</a> 	24-Aug-2023	0.08 MB
Cisco Video Phone 8875/8875NR Phone Enabler - Compatible CUCM Versions: 12.5(1) and higher <a href="#">cmterm-phone-8875-8875NR-QED-20231219.cop.sha512</a> <a href="#">Advisories</a> 	30-Jan-2024	0.08 MB

QED

# Brand New Features



# Hotdesking on the 8800 Series

Available now on 8875 and on 8811/41/45/51/61/65

- Scan QR Code with smartphone
- Meetings appear once you Hotdesk into phone
- Easy to sign out
  - Use Phone UI
  - Use Webex app
  - Allow booking window expiration
- Demonstration:

<https://youtu.be/63sPBirLEb8>





# QR Code Hotdesking – Admin Workflow

- Admin: Create Workspace, Select Cisco IP Phone, Select 8800, select activation code

**Add workspace**

Workspaces represent a physical space in your organization. It may contain one device or multiple devices that you can manage. The details show usage, settings, and environmental status for that physical space to help you make decisions to improve your space.

**1**

Name \*

What do you want to name the Workspace?

8875 QR Code

Type

What type best describes the Workspace?

Desk

Capacity

How many people is the Workspace suitable for?

e.g. 4

Location

Where is the Workspace located?

Select location

Types of Workspaces

Workspaces come in different shapes and sizes, defining what type of workspace you are adding will help us deliver insights into adoption and usage, in the future defaults for certain types may exist.

Desk Individual | 1 capacity

Cancel Next

**Add workspace**

What kind of device do you want to set up in this workspace?

**2**

Cisco Webex device  
e.g. Cisco Webex Board, Room and Desk Series device.

Cisco IP Phone  
e.g. Cisco 8845, 8865, 8800 and Analog Telephone Adapter ports

No device  
Creates an empty workspace. Add a Room, Board or Desk series device later.

Select Device

Cisco 8875

How would you like to setup this device?

By Activation Code

By Mac Address

Back Next

**Add workspace**

**3**

Assign numbers

Choose from the available phone numbers and extensions in the drop-down lists. These will become the primary line which you can use to reach this place.

Reset

User	Location *	Phone Number *	Extension *	Calling Plan
8875 QR Code	Headquarters	None		

Back Next

**8875 QR Code**

Desk • Capacity: Not set • No devices

**4**

Overview **Configurations**

Scheduling

None  
The workspace will be available without the following Room Scheduling services.

Calendar  
Calendar service enables One Button To Push for this Workspace.

Calendar Provider

None

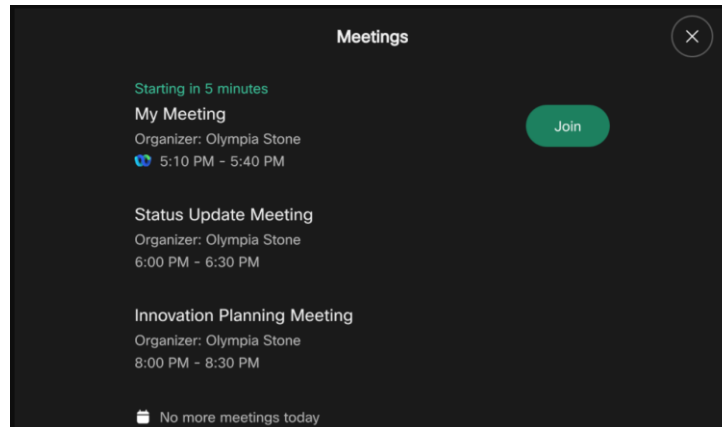
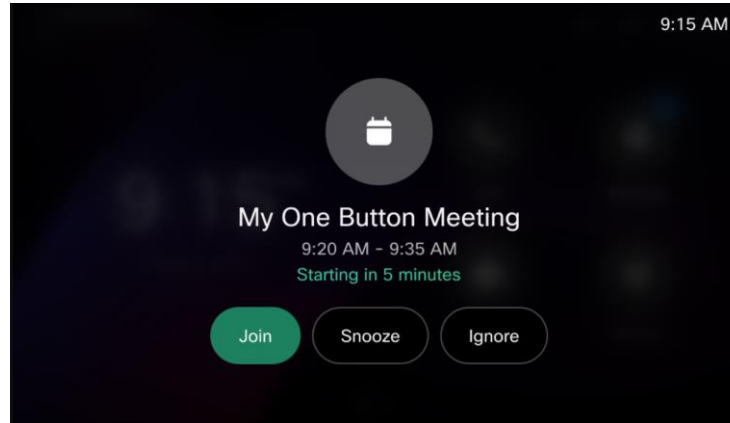
Email Address

Validate

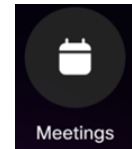
Hot Desking  
Enable hot desking to allow users to sign in and book any shared Webex Desk device.

# Intuitive One Button to Push Meetings

- Appears on Home Screen 5 minutes before the meeting join time
- Press Join to enter meeting
- Press Snooze for the meeting invite to disappear for 5 minutes
- Press Ignore to permanently dismiss

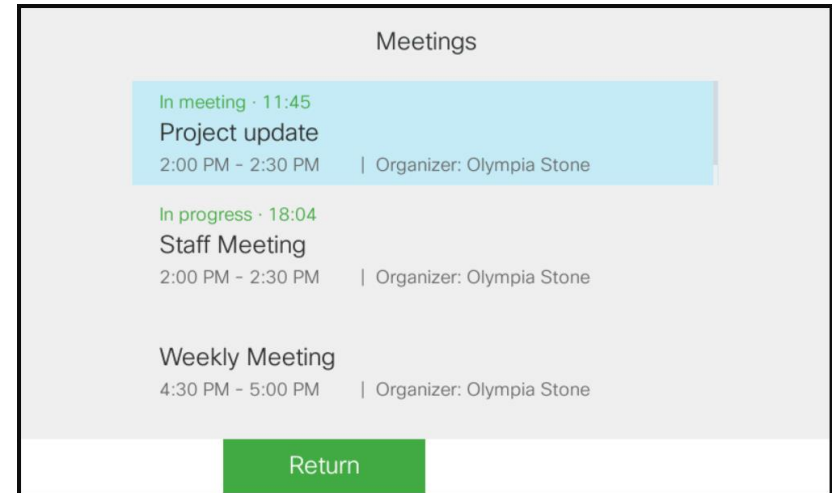
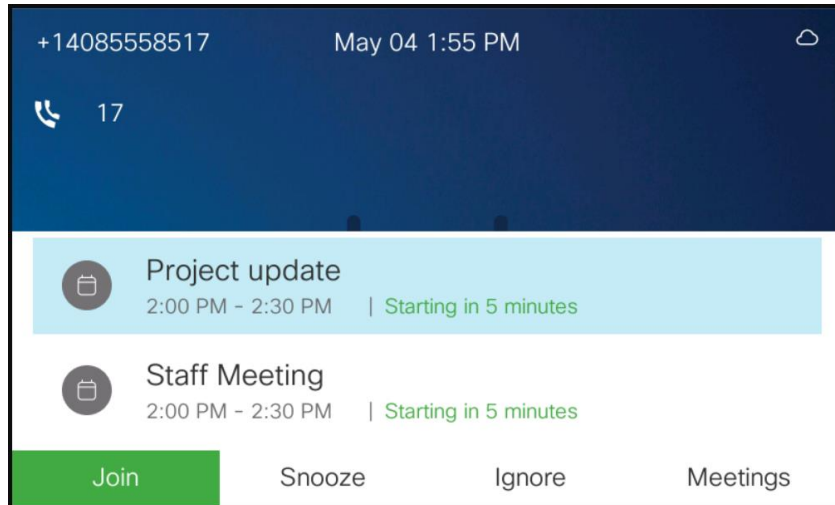


- Access from home screen
- All of today's meetings appear at-a-glance
- Press green join button when ready to enter
- Overlapping meetings supported
- Synchronizes with Hybrid Calendar



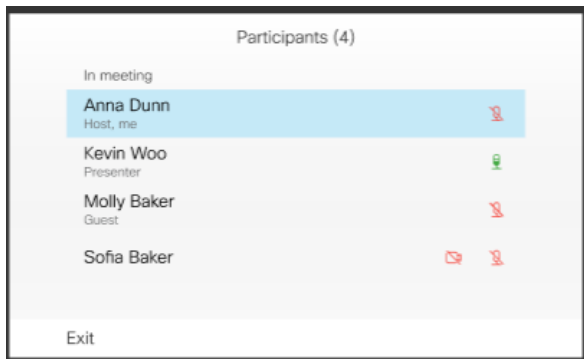
# Meeting Notification & Active Meetings

- Notification on idle screen of:
  - Upcoming meetings within 5 minutes
  - Ongoing meetings
- Meetings list shows
  - Active Meetings
  - Joined Meeting
  - Today's upcoming meetings

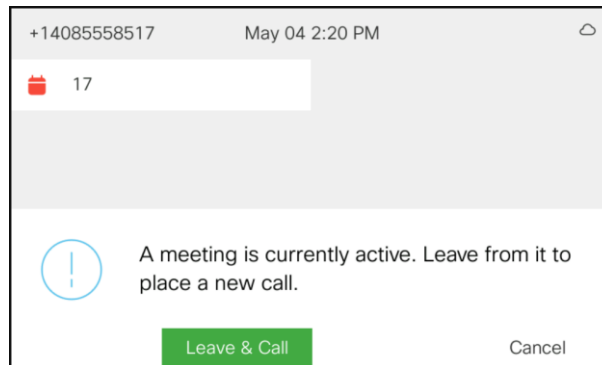


# Participants and Meetings Security

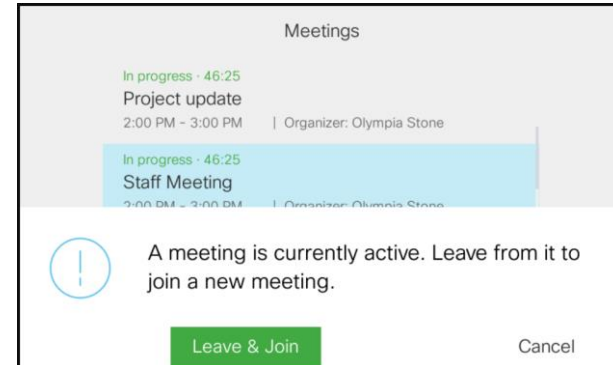
## Meeting Participant Status



## Meeting + Call cannot co-exist together



## Two Meetings cannot co-exist together

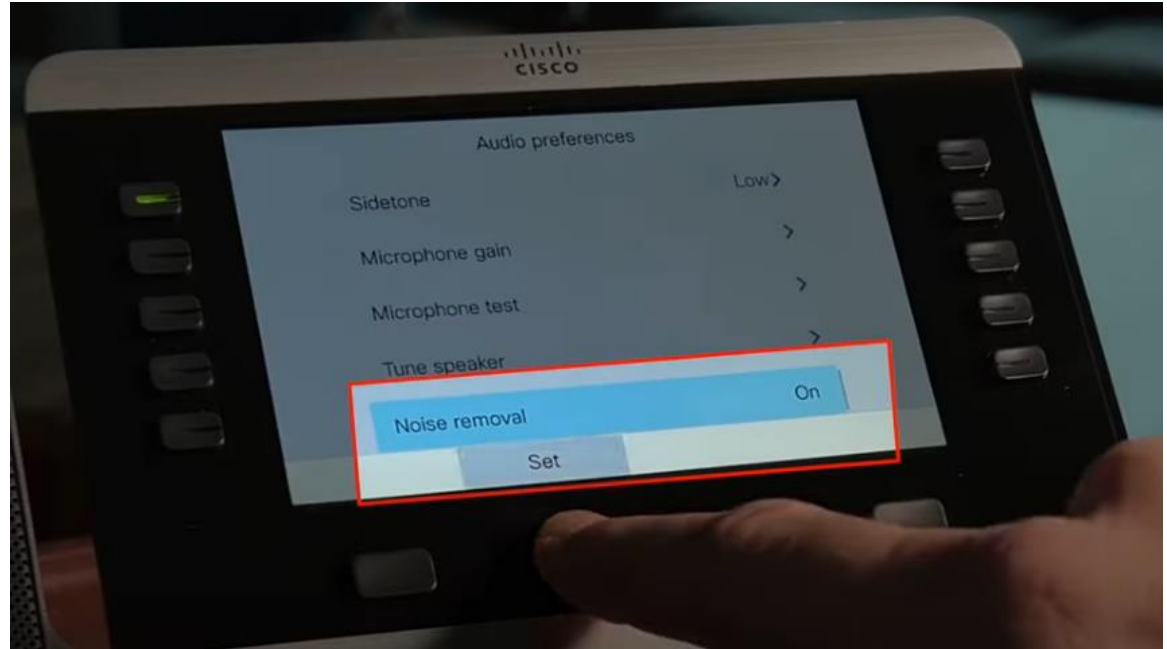


- In-Meeting / Not in meeting
- Video Mute / Unmute
- Audio mute / Unmute
- Presenter/Host/Me

\* Call transfer and Call Hold are also prohibited

# Noise Removal

- Filter out dogs, lawn mowers, background noise
- All done on the phone itself, data does not go to cloud
- Works with handset or speaker phone
- Can be administratively enabled or disabled
- 8800 series cloud
- 8875 either cloud or on-premises



# MPP 12.0.3 & 12.0.4

## Lines on KEM

- In the past, the KEM did not support directory numbers
- This enhancement provides up to a total of 16 lines inclusive of the KEM
- Supported for:
  - CP-8800-A-KEM
  - CP-8800-V-KEM

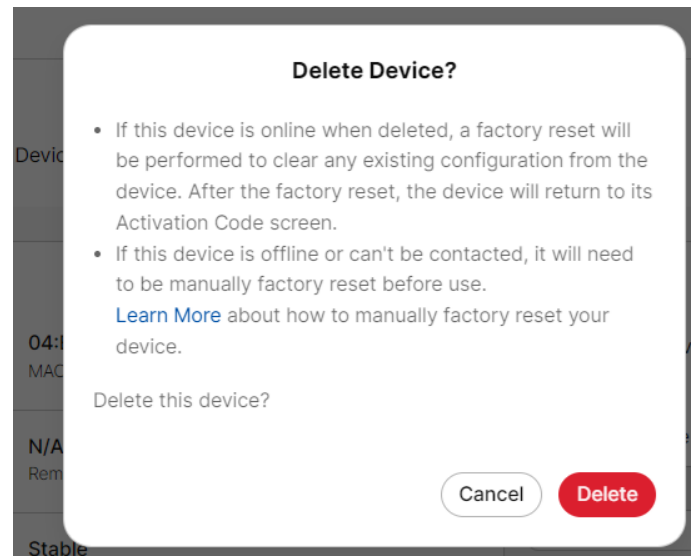
KEM Key Configuration

14 Keys  18 Keys

KEM 1 Page 1		KEM 1 Page 2	
Order	Line Key Assignment	Order	Line Key Assignment
1	Shared / Virtual line	15	Shared / Virtual line
2	Shared / Virtual line	16	Open
3	Shared / Virtual line	17	Open
4	Shared / Virtual line	18	Open
5	Shared / Virtual line	19	Open
6	Shared / Virtual line	20	Open
7	Shared / Virtual line	21	Open
8	Shared / Virtual line	22	Open

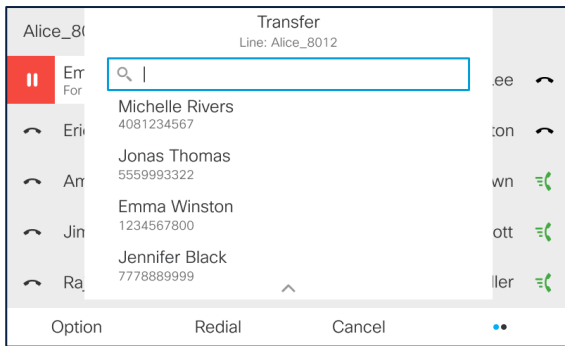
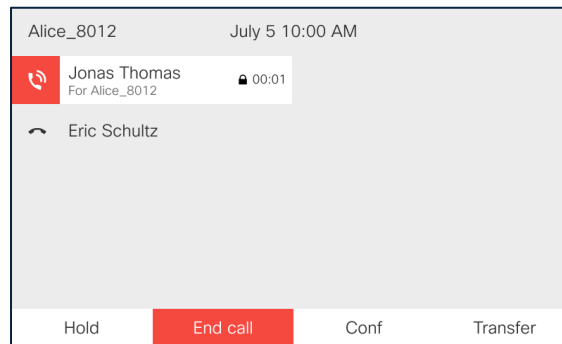
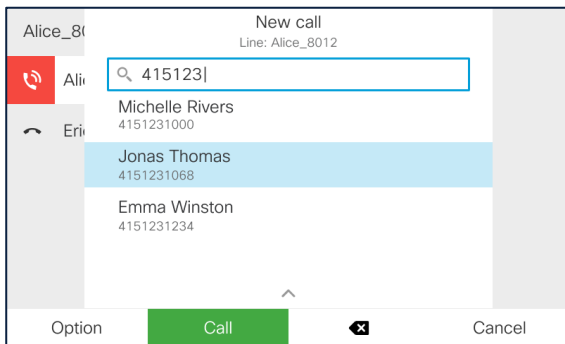
## Remote Factory Reset

- This enhancement will remotely factory reset a device when it is deleted from Webex Control Hub
- In the past, deleting a Cisco Phone from Webex Control Hub did not remotely factory reset the device
- Device will show an activation code screen upon factory reset



# Auto Collapse Into Line Key

The active call window is minimized when you make or answer a call



- Press the “up” navigation key to minimize the call window.
- Press a speed dial line key to transfer the call to a speed dial.

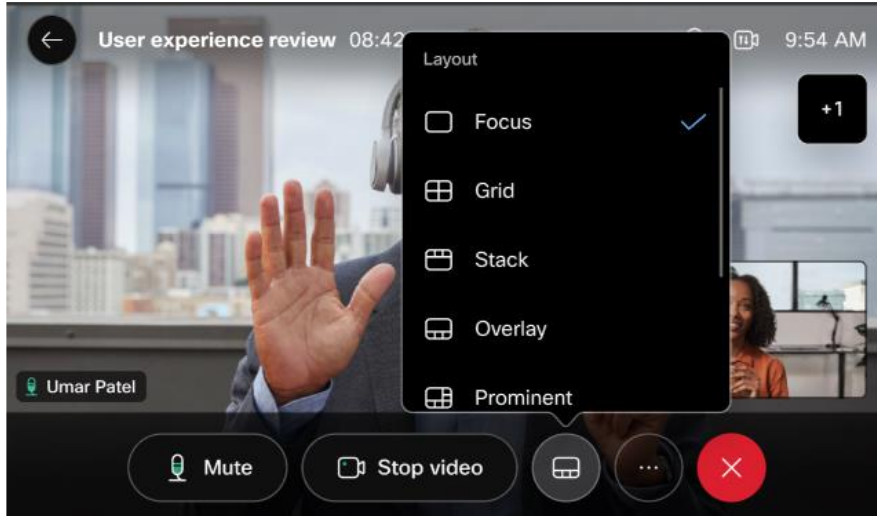
- To enable: set “Auto-collapse into Line Key” parameter to “On” under Call Preferences. [Disabled by default]
- Works with Webex Calling or 3<sup>rd</sup> Party Open SIP Platforms that run 12.0.4 firmware



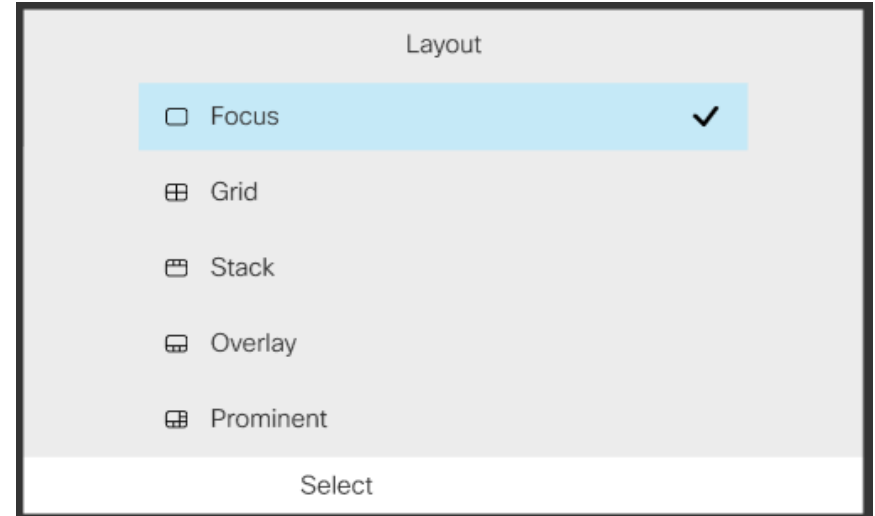
# Video Layouts

- This enhancement aligns the 8875 and MPP with the RoomOS layout experience.

8875

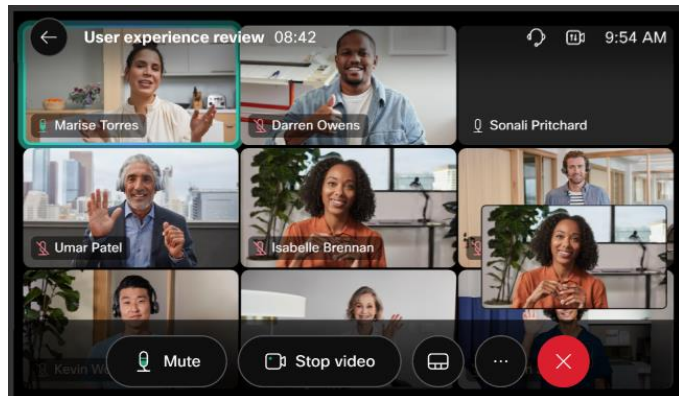


8845/8865



# Video Layouts

## Grid



## Stack



## Overlay



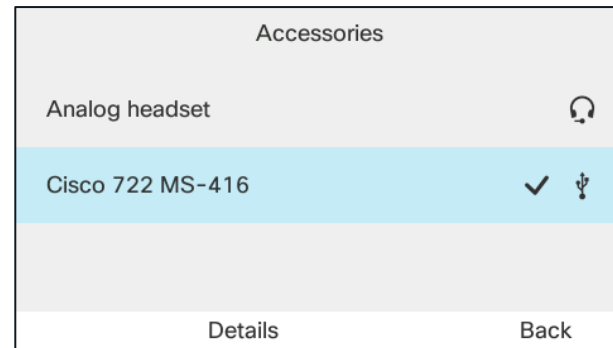
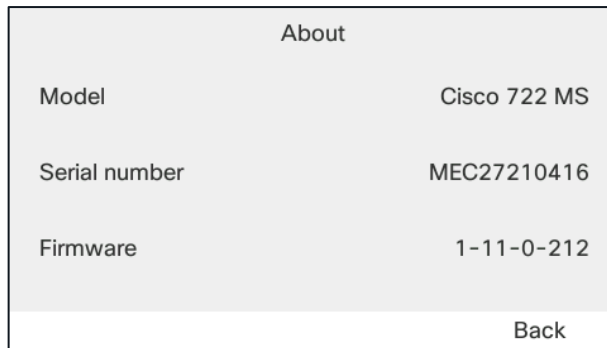
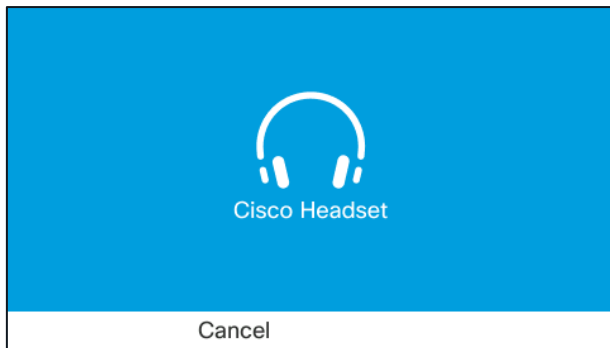
## Prominent



# Enhanced Support for 720 & 320 Series Headsets

Enhanced support for 720 and 320 Series Headsets on USB MPP models (6871, 8851, 8861, 8865)

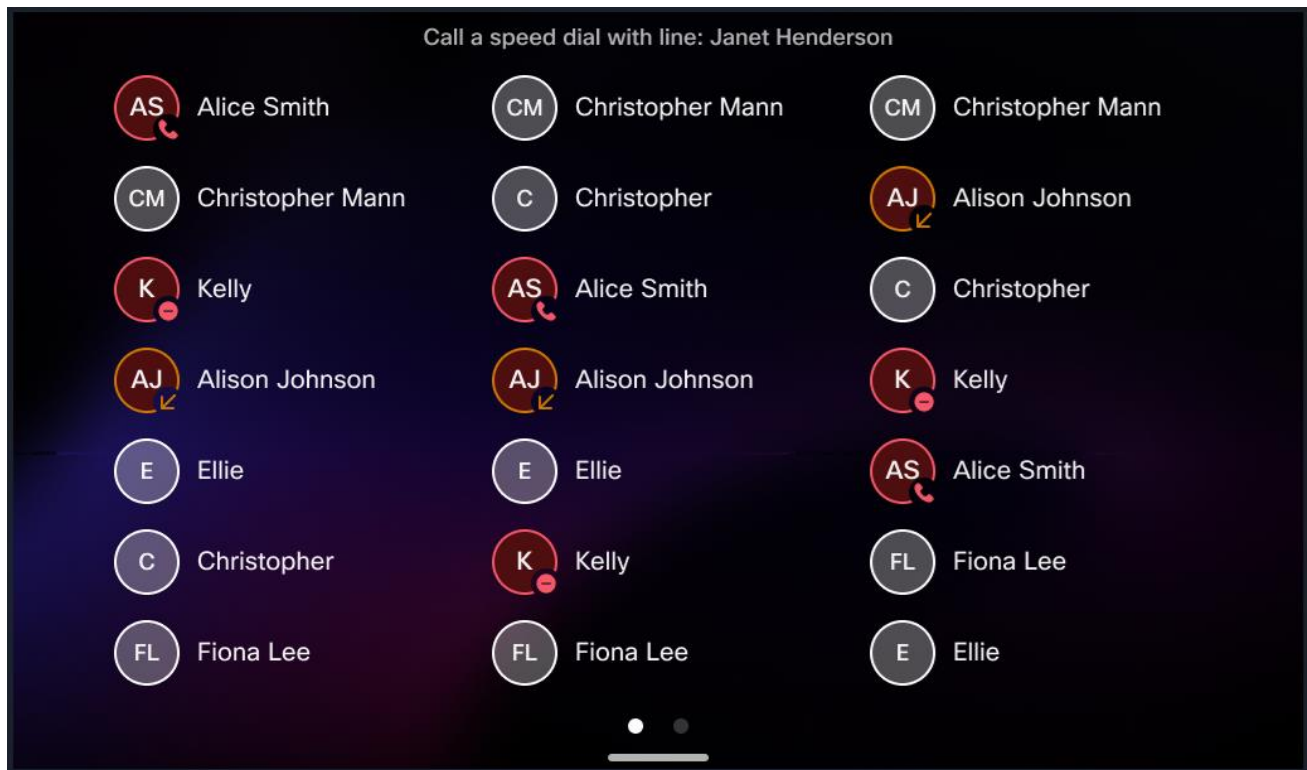
- Supports Control Hub Inventory – 720 and 320 series via USB connection
- Headset firmware upgrade – 320 series USB



# 8875 Features – PhoneOS 2.2

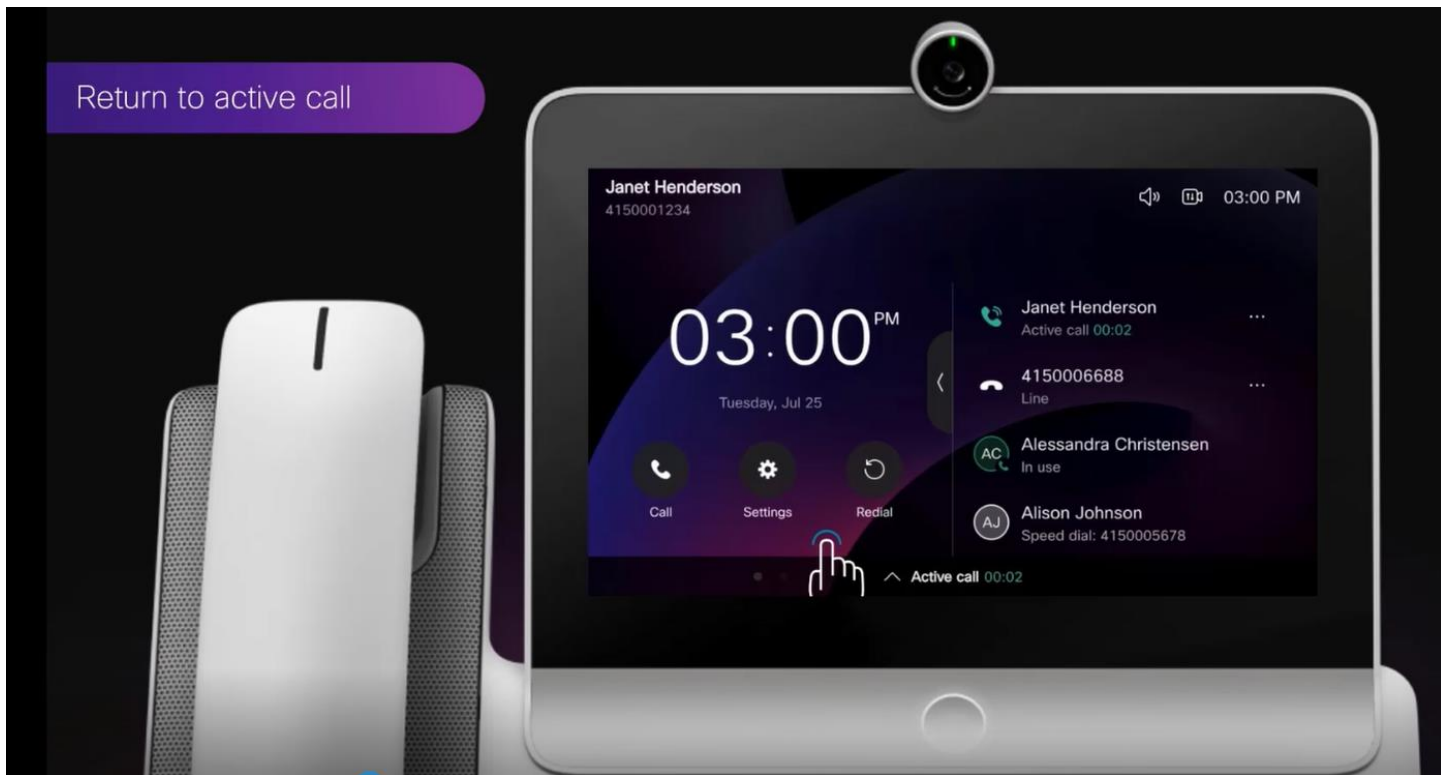
# Swipe Down for Speed Dial

- Access Speed Dials by swiping down from the top of the touch screen
- Scroll horizontally to access more
- BLF status will indicate if they are in a call or on DND
- Up to 108 speed dials supported on CUCM



# Active Bar

- When navigating away from a call, the call appears as an active bar at the bottom of the screen
- Tap the bar to return to the call
- An active meeting will also appear as an active bar when you navigate away from the meeting



# 8875 Custom Wallpaper & Logo

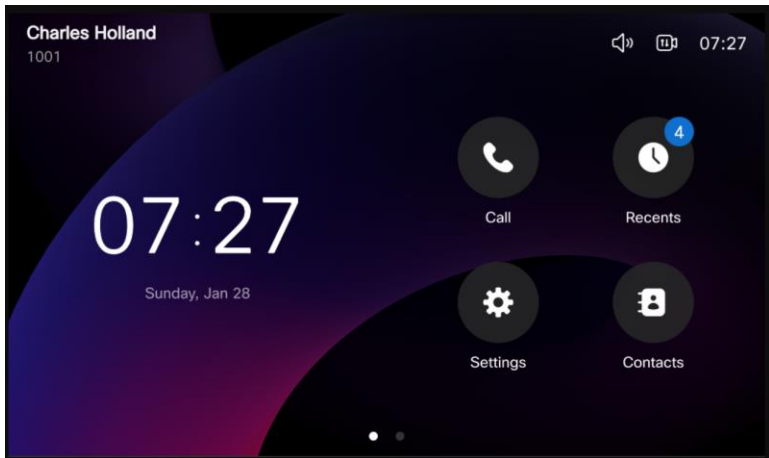
- Logo is new and **not** the same as wallpaper!
- You can now have a custom logo and custom wallpaper **simultaneously**
- A List.xml file is required on CUCM
- The admin can remotely push a custom wallpaper
- For details, view the video below:  
<http://cs.co/8875Tutorial>



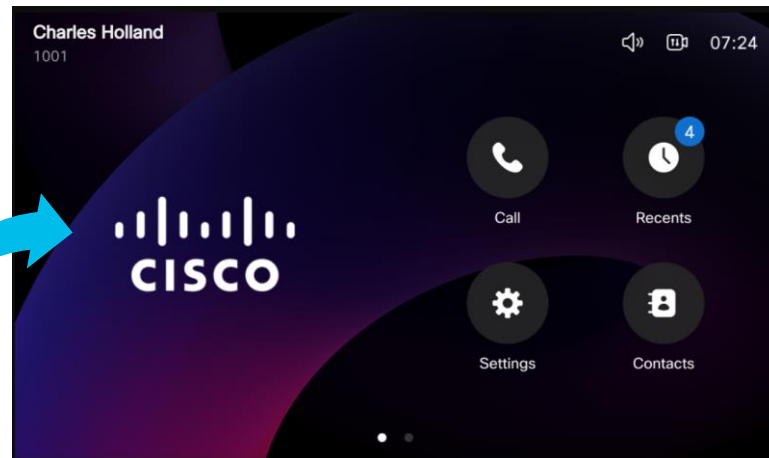
# 8875 Custom Logo

- Upload List.xml into CUCM TFTP folder Desktop/1024x600x24
- Upload custom logo must be 380x250 in PNG format. Transparent logo recommended!

Before



After



- For details, view the video below:  
<http://cs.co/8875Tutorial>

**CISCO** *Live!*

```
<CiscolPPhoneImageList version="1.0">
<ImageItem Name="logo"
Image="TFTP:Desktops/1024x600x24/logo.png"/>
</CiscolPPhoneImageList>
```



# 8875 Custom Wallpaper & Logo

## Root element

- CiscolPPhoneImageList

## Each image item

- Name: Label displayed on the phone.
- Image: Image path.
- Thumbnail: Image path.
- Theme: dark or light.

`<CiscolPPhoneImageList version="1.0">`

```
<ImageItem Name="8875"
Image="TFTP:Desktops/1024x600x24/wallpaper-8875.png"
Thumbnail="TFTP:Desktops/1024x600x24/thumbnail-8875.png"
Theme = "dark" />
```

```
<ImageItem Name="8875b"
Image="TFTP:Desktops/1024x600x24/wallpaper-8875b.png"
Thumbnail="TFTP:Desktops/1024x600x24/thumbnail-8875b.png"
Theme = "dark" />
```

```
<ImageItem Name="logo"
Image="TFTP:Desktops/1024x600x24/logo.png"/>
```

`</CiscolPPhoneImageList>`

## Root element

- Change this number every time you modify the content inside the List.xml. Otherwise, the change will not take effect.

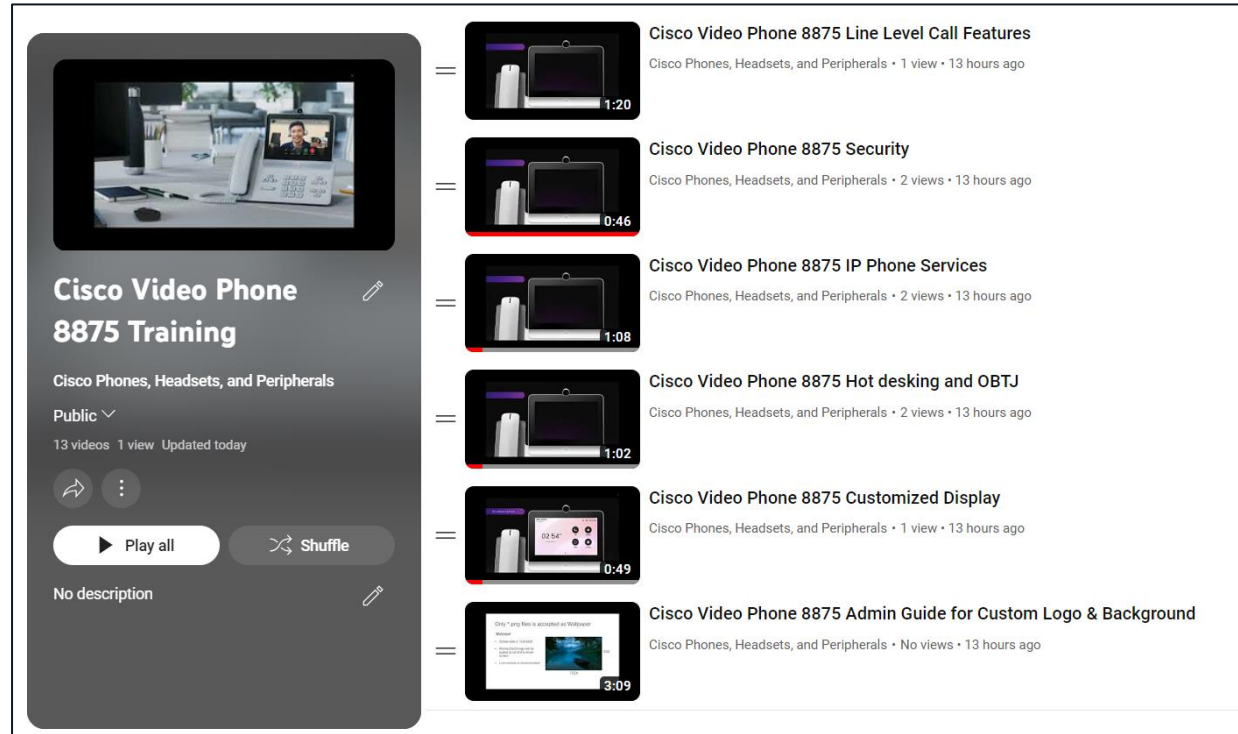
## Logo item

- Image identified as a logo instead of wallpaper.

Video walk-thorough: <http://cs.co/8875Tutorial>

# 8875 Training Resources

- Useful for End Users or Admins
- <http://cs.co/8875Tutorial>
- Over a dozen videos
- Walk-through for many features
- Admin specific content:
  - How the boot sequence works
  - How to create custom wallpapers



The screenshot displays a YouTube playlist interface. On the left is a large video player showing a Cisco Video Phone 8875. The playlist title is "Cisco Video Phone 8875 Training" with a subcategory of "Cisco Phones, Headsets, and Peripherals". It is set to "Public" and contains 13 videos, with 1 view and updated today. Below the player are "Play all" and "Shuffle" buttons, and a "No description" note. To the right of the main player is a vertical list of six video thumbnails, each with its title, category, view count, and upload time:

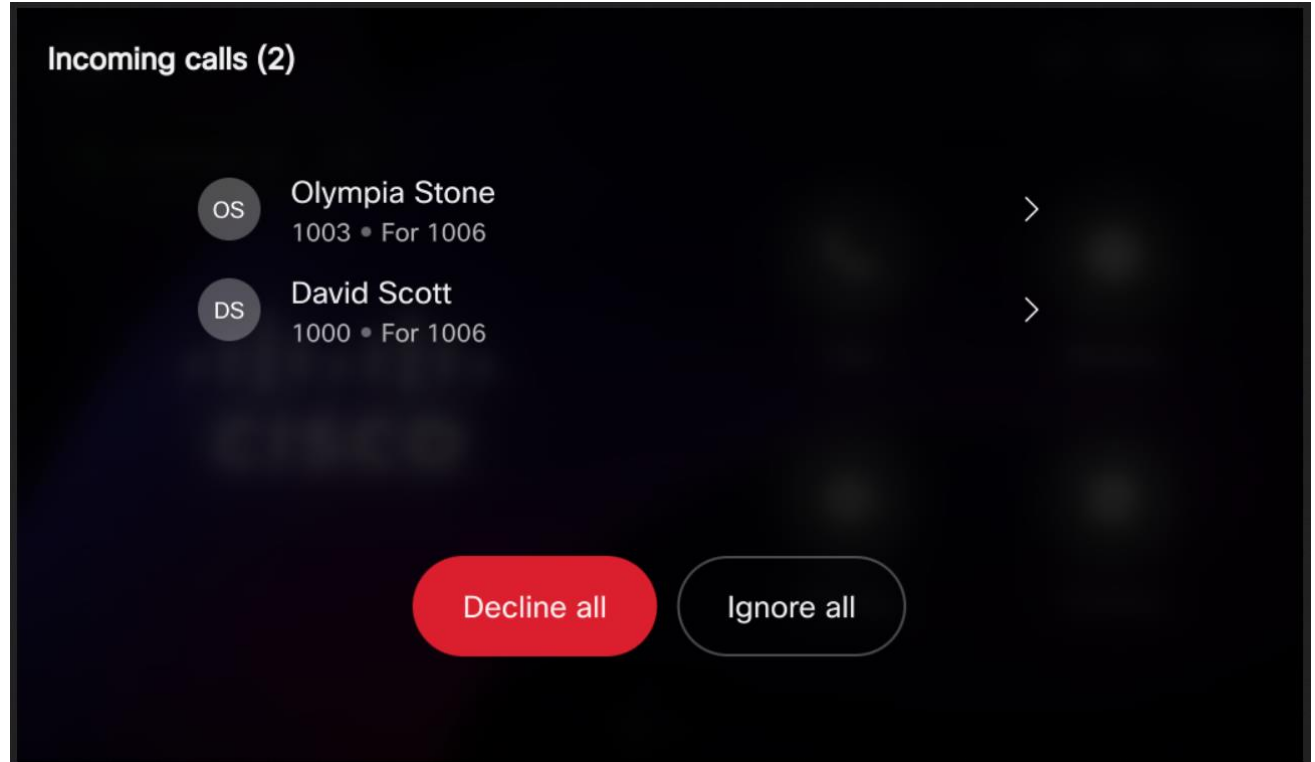
- Cisco Video Phone 8875 Line Level Call Features**  
Cisco Phones, Headsets, and Peripherals • 1 view • 13 hours ago (1:20)
- Cisco Video Phone 8875 Security**  
Cisco Phones, Headsets, and Peripherals • 2 views • 13 hours ago (0:46)
- Cisco Video Phone 8875 IP Phone Services**  
Cisco Phones, Headsets, and Peripherals • 2 views • 13 hours ago (1:08)
- Cisco Video Phone 8875 Hot desking and OBTJ**  
Cisco Phones, Headsets, and Peripherals • 2 views • 13 hours ago (1:02)
- Cisco Video Phone 8875 Customized Display**  
Cisco Phones, Headsets, and Peripherals • 1 view • 13 hours ago (0:49)
- Cisco Video Phone 8875 Admin Guide for Custom Logo & Background**  
Cisco Phones, Headsets, and Peripherals • No views • 13 hours ago (3:09)

# 8875 Features – PhoneOS 2.3



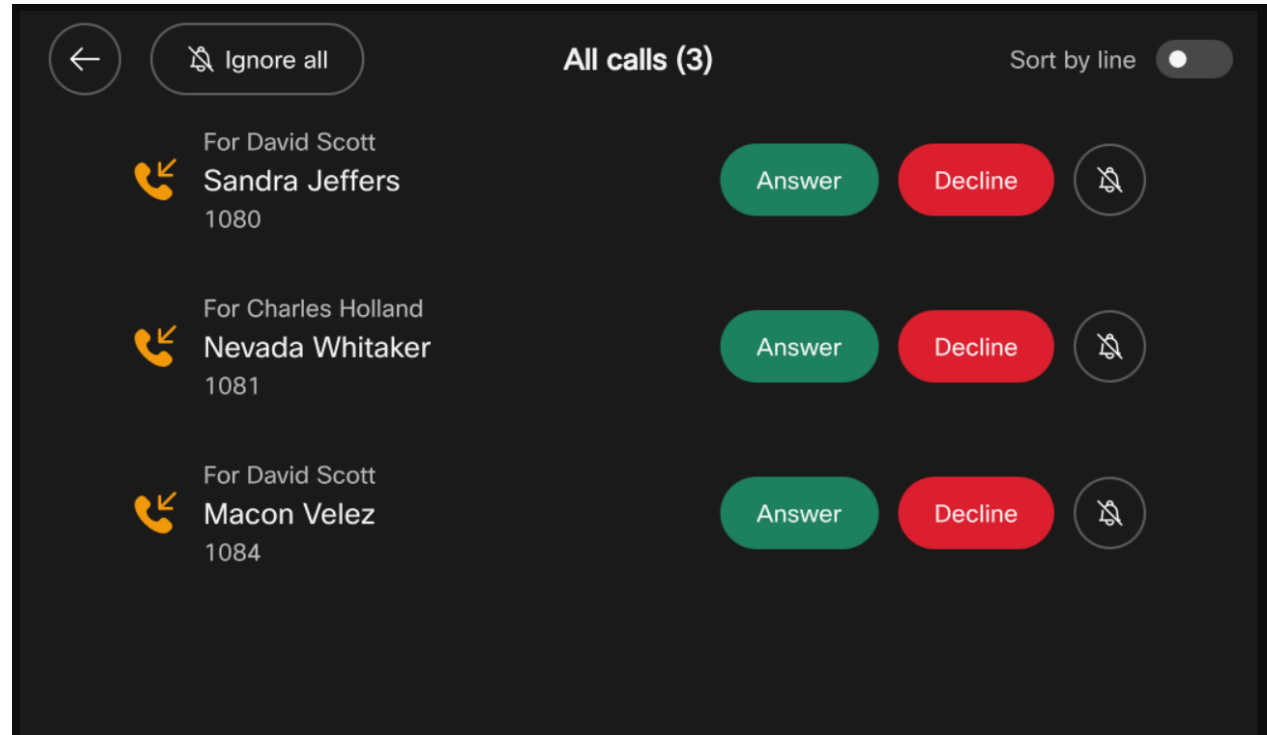
# 8875 Multi-Call Enhancement (old behavior)

- Pre-2.3 behavior shown
- This user interface is missing the ability to selectively answer, decline, or ignore per line with one click
- Missing the ability to **sort** calls per line



# 8875 Multi-Call Enhancement

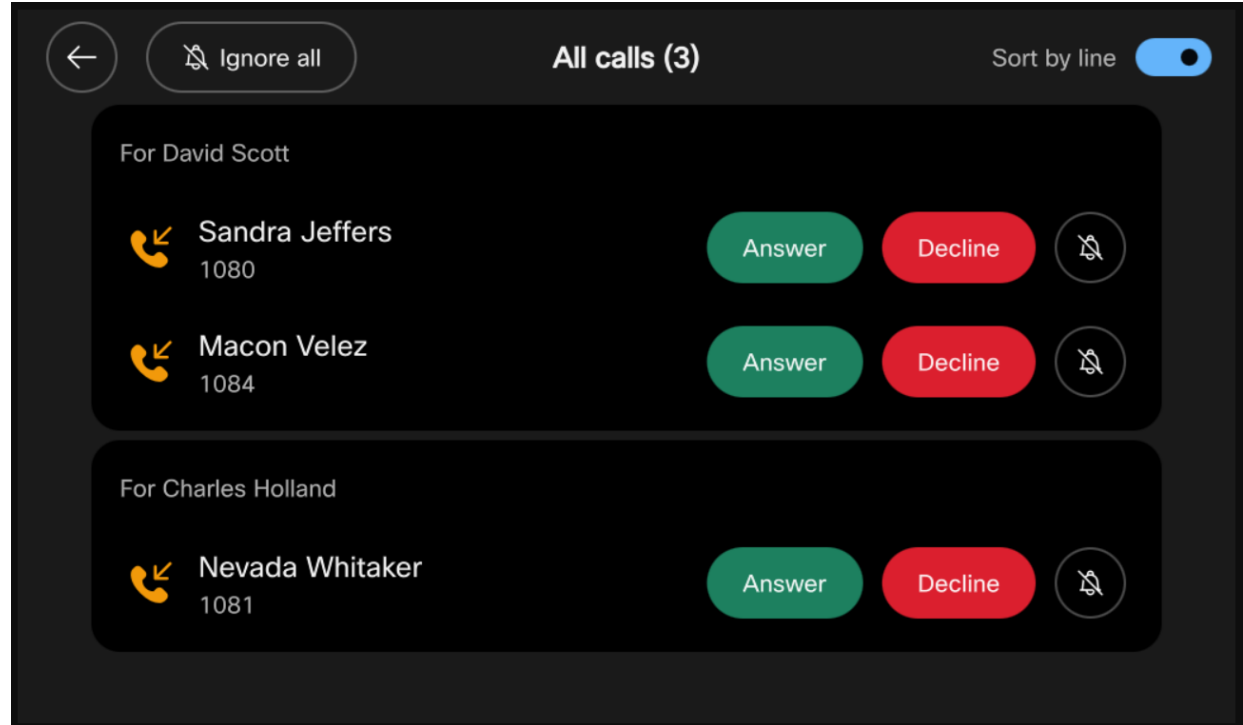
- PhoneOS 2.3 firmware simplifies a multi-call scenario
- You can answer, decline, or ignore with one click
- You can also ignore all by selecting the icon on the top left of the screen



# 8875 Multi-Line Enhancement

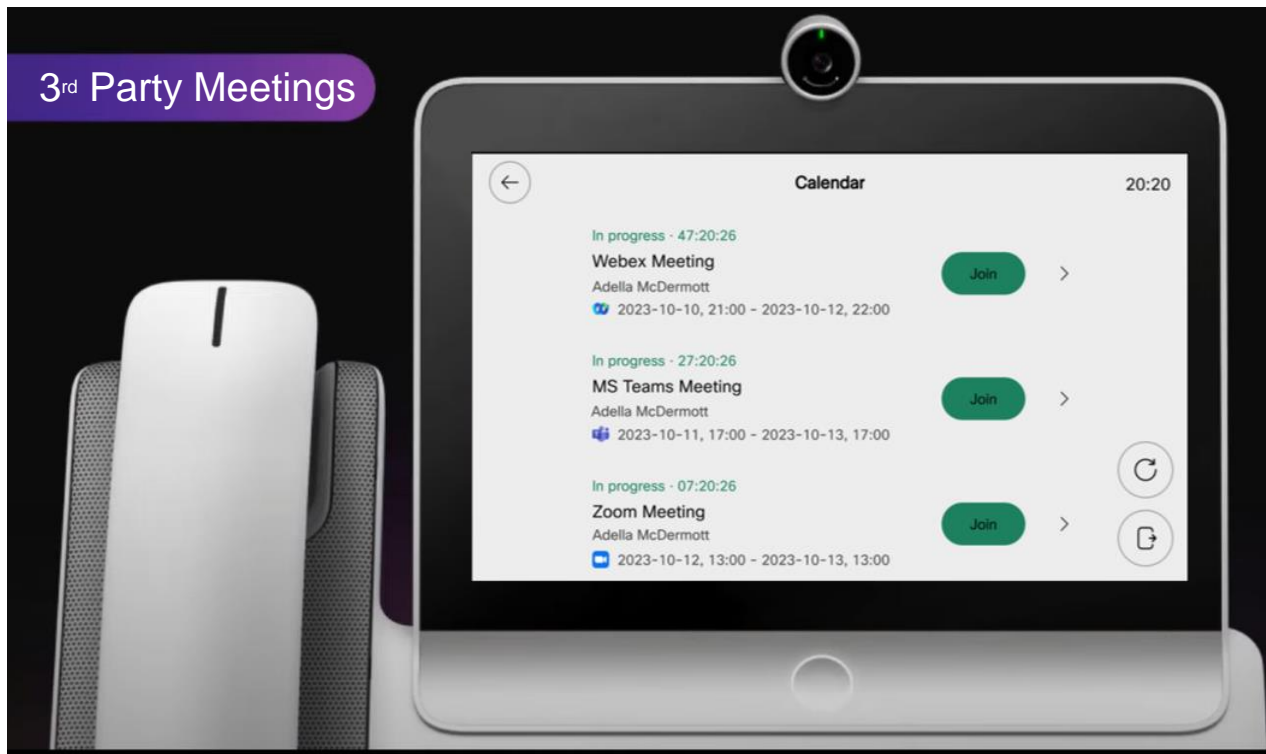


- PhoneOS 2.3 firmware simplifies a multi-line scenario
- A new “Sort by line” feature allows you to sort the call by line
- This enhancement is significant in a busy or high-volume call environment
- Toggling this on will group calls by line number



# 8875 OBTP

- 8875 registered to CUCM or Webex Dedicated Instance now has the option retrieve calendars via Microsoft O365
- 8875 can recognize the SIP URI for meetings and present a green join button
- Supported meetings may include Webex, Microsoft Teams\*, and Zoom\*
- For more information, contact your Cisco representative and reference:  
<http://cs.co/demo-8875>



\* MS Teams requires the meeting host to have a CVI license. Zoom meetings require host to have a Zoom CRC license or Zoom SIP integration enabled.

# 8875 OBTP (Continued)

Requirements:

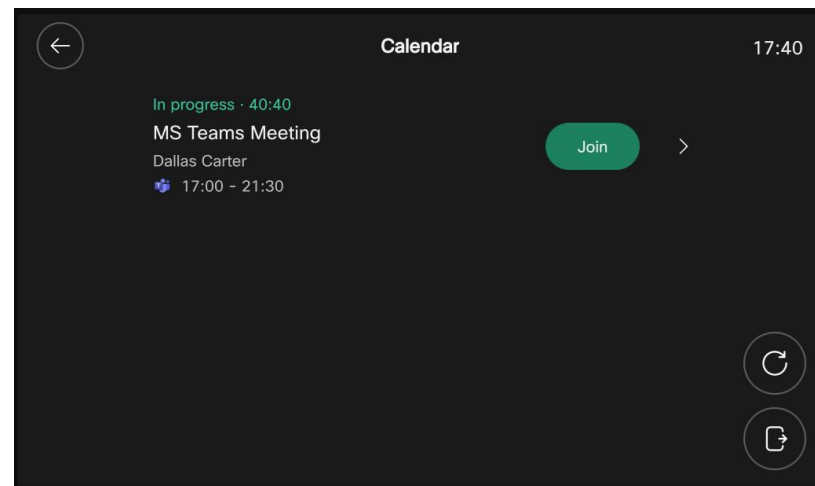
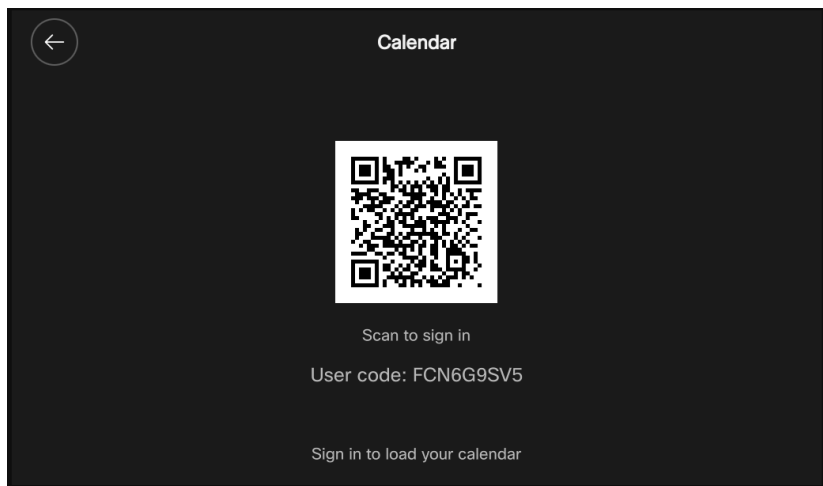
- Must use Microsoft O365 Calendar
- CUCM calendar enabled via latest COP file (QED) from Cisco.com
- Scan QR code with smartphone. Alternatively, use laptop to enter user code here:  
<https://login.microsoftonline.com/common/oauth2/deviceauth>

Calendar Service\*

Enable



Calendar Login Timeout (days)





# 8875 Zoom-in

- When content is received by a remote participant, the user can pinch and zoom or double tap to zoom in
- This works on-premise or registered to Webex Calling

## Double Tap



## Pinch & Zoom



# Kiosk Mode on 8875

- Perfect solution for retail, banks, and similar environments
- End user taps icon to call a desired service
- To configure, on CUCM set the IDLE URL parameter on the 8875 device page to a custom XML file located on a web server
- Set the IDLE timer to 1 second

CISCO *Live!*

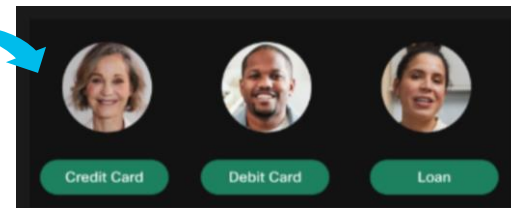


# Kiosk Mode on 8875 - XML file sample

## CUCM IDLE URL PARAMETER

Idle	<a href="http://10.0.0.10/Kiosk1.xml">http://10.0.0.10/Kiosk1.xml</a>
Idle Timer (seconds)	1

## Custom PNG



- **URL** pointing to a PNG file that end users will click on
- **Menu Item** for an individual click to call entry
- **Dial String** to call remote party
- **Touch Area** are coordinates in X and Y axis

```

<CiscolPPhoneGraphicFileMenu>
  <Title>Welcome</Title>
  <LocationX>-1</LocationX>
  <LocationY>-1</LocationY>
  <URL>http://10.0.0.10/callList.png</URL>
  <MenuItem>
    <Name>Employee1</Name>
    <URL>Dial:1080</URL>
    <TouchArea X1="10" Y1="110" X2="105" Y2="140"/>
  </MenuItem>
  <MenuItem>
    <Name>Employee2</Name>
    <URL>Dial:1081</URL>
    <TouchArea X1="135" Y1="110" X2="238" Y2="140"/>
  </MenuItem>
  <MenuItem>
    <Name>Employee3</Name>
    <URL>Dial:1084</URL>
    <TouchArea X1="272" Y1="110" X2="372" Y2="140"/>
  </MenuItem>
</CiscolPPhoneGraphicFileMenu>

```

# Kiosk Mode on 8875 - Part 2 - Directory

- Directory or menu structure
- End user taps an icon to bring up a new menu or image
- Useful to represent a list of items to then click to call

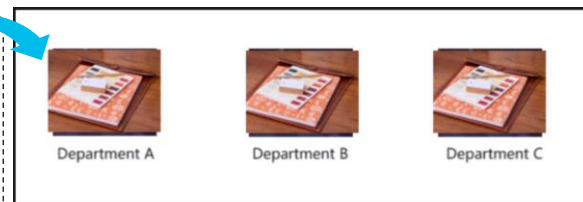


# Kiosk Mode –Directory – XML file sample

## CUCM IDLE URL PARAMETER

Idle	<input type="text" value="http://10.0.0.10/Kiosk1.xml"/>
Idle Timer (seconds)	<input type="text" value="1"/>

## Custom PNG



- **URL** pointing to a PNG file that end users will click on
- **Menu Item** for an individual click to call entry
- **Dial String** to call remote party
- **Touch Area** are coordinates in X and Y axis

```

<CiscolPPhoneGraphicFileMenu>
  <Title>Welcome</Title>
  <LocationX>- 1</LocationX>
  <LocationY>- 1</LocationY>
  <URL>http://10.0.0.10/department.png</URL>
  <MenuItem>
    <Name>Employee1</Name>
    <URL>http://10.0.0.10/department1.xml</URL>
    <TouchArea X1="40" Y1="35" X2="150" Y2="130"/>
  </MenuItem>
  <MenuItem>
    <Name>Employee2</Name>
    <URL>Dial:1081</URL>
    <TouchArea X1="243" Y1="35" X2="350" Y2="130"/>
  </MenuItem>
  <MenuItem>
    <Name>Employee3</Name>
    <URL>Dial:1084</URL>
    <TouchArea X1="435" Y1="35" X2="540" Y2="130"/>
  </MenuItem>
</CiscolPPhoneGraphicFileMenu>
  
```

# Kiosk Mode on 8875 – Part 3 – Language Portal

- Language portal
- End user taps a language to bring up a new menu in the localized language or to dial an interpreter
- Useful for organizations that require translation services



# Kiosk Mode -Language- XML file sample

## CUCM IDLE URL PARAMETER

Idle	<a href="http://10.0.0.10/Kiosk1.xml">http://10.0.0.10/Kiosk1.xml</a>
Idle Timer (seconds)	1

## Custom PNG

Nederlands (NL)	中文 (ZH)	日本語 (JA)
Português (PT)	Français (FR)	Italiano (IT)
English (EN)	Deutsch (DE)	Español (ES)

- **URL** pointing to a PNG file that end users will click on
- **Menu Item** for an individual click to call entry
- **Dial String** to call remote party
- **Touch Area** are coordinates in X and Y axis

```

<CiscolPPhoneGraphicFileMenu>
  <Title>Welcome</Title>
  <LocationX>- 1</LocationX>
  <LocationY>- 1</LocationY>
  <URL>http://10.0.0.10/language.png</URL>
  <MenuItem>
    <Name>Language1</Name>
    <URL>Dial:1080</URL>
    <TouchArea X1="38" Y1="10" X2="172" Y2="54"/>
  </MenuItem>
  <MenuItem>
    <Name>Language2</Name>
    <URL>http://10.0.0.10/Portugues.xml</URL>
    <TouchArea X1="38" Y1="64" X2="172" Y2="125"/>
  </MenuItem>
  <MenuItem>
    <Name>Language3</Name>
    <URL>http://10.0.0.10/English.xml</URL>
    <TouchArea X1="38" Y1="132" X2="172" Y2="184"/>
  </MenuItem>

```

# Kiosk Mode – Language (continued)

- **URL** pointing to a PNG file that end users will click on
- **Menu Item** for an individual click to call entry
- **Dial String** to call remote party
- **Touch Area** are coordinates in X and Y axis

```

<MenuItem>
  <Name>Language4</Name>
  <URL>Dial:1084</URL>
  <TouchArea X1="228" Y1="10" X2="586" Y2="54"/>
</MenuItem>
<MenuItem>
  <Name>Language5</Name>
  <URL>Dial:1085</URL>
  <TouchArea X1="228" Y1="64" X2="586" Y2="125"/>
</MenuItem>
<MenuItem>
  <Name>Language6</Name>
  <URL>Dial:1086</URL>
  <TouchArea X1="228" Y1="132" X2="586" Y2="184"/>
</MenuItem>
<MenuItem>
  <Name>Language7</Name>
  <URL>Dial:1087</URL>
  <TouchArea X1="425" Y1="10" X2="586" Y2="54"/>
</MenuItem>
<MenuItem>
  <Name>Language8</Name>
  <URL>Dial:1088</URL>
  <TouchArea X1="425" Y1="64" X2="586" Y2="125"/>
</MenuItem>
<MenuItem>
  <Name>Language9</Name>
  <URL>Dial:1089</URL>
  <TouchArea X1="425" Y1="132" X2="586" Y2="184"/>
</MenuItem>
</CiscoIPPhoneGraphicFileMenu>

```

## Custom PNG

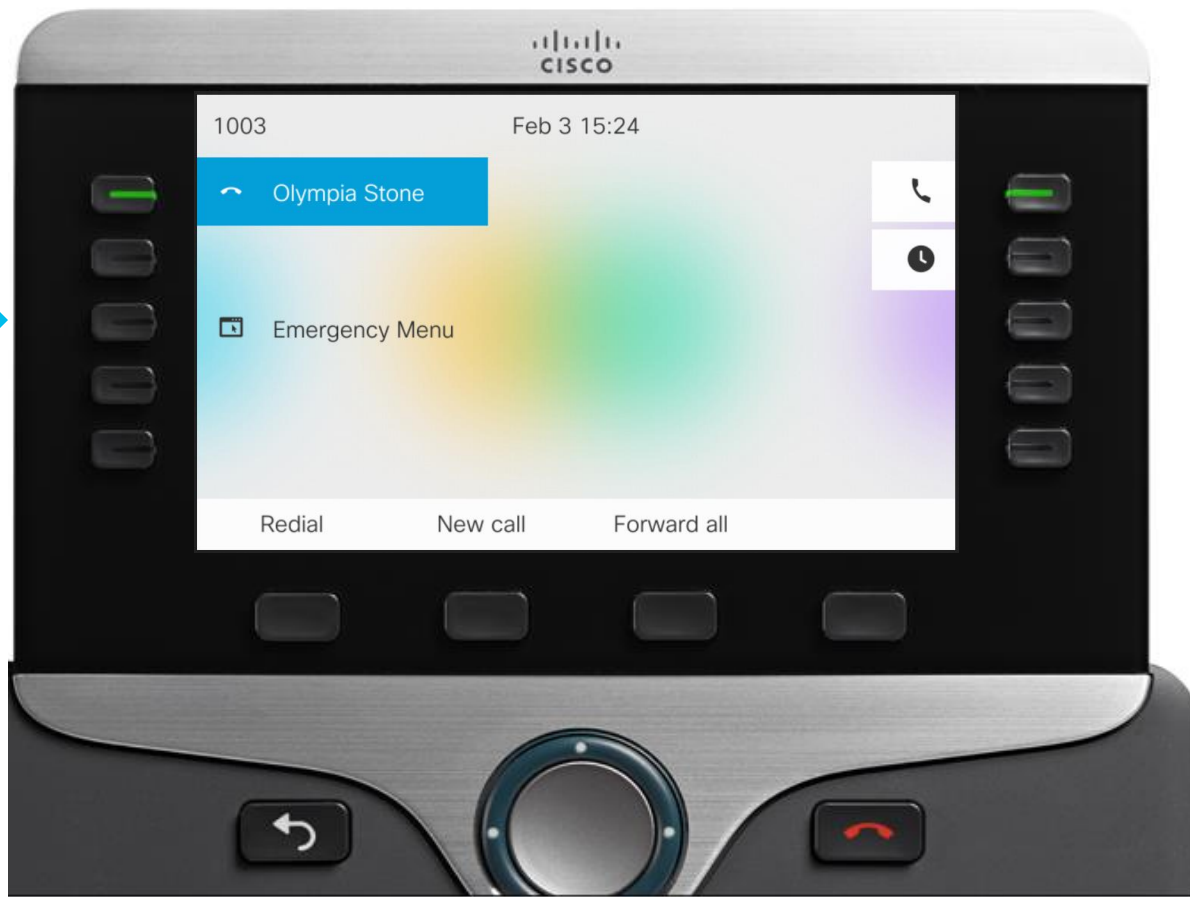
Nederlands (NL)	中文 (ZH)	日本語 (JA)
Português (PT)	Français (FR)	Italiano (IT)
English (EN)	Deutsch (DE)	Español (ES)



# On-Premises Update for 7800 & 8800 running Enterprise Firmware

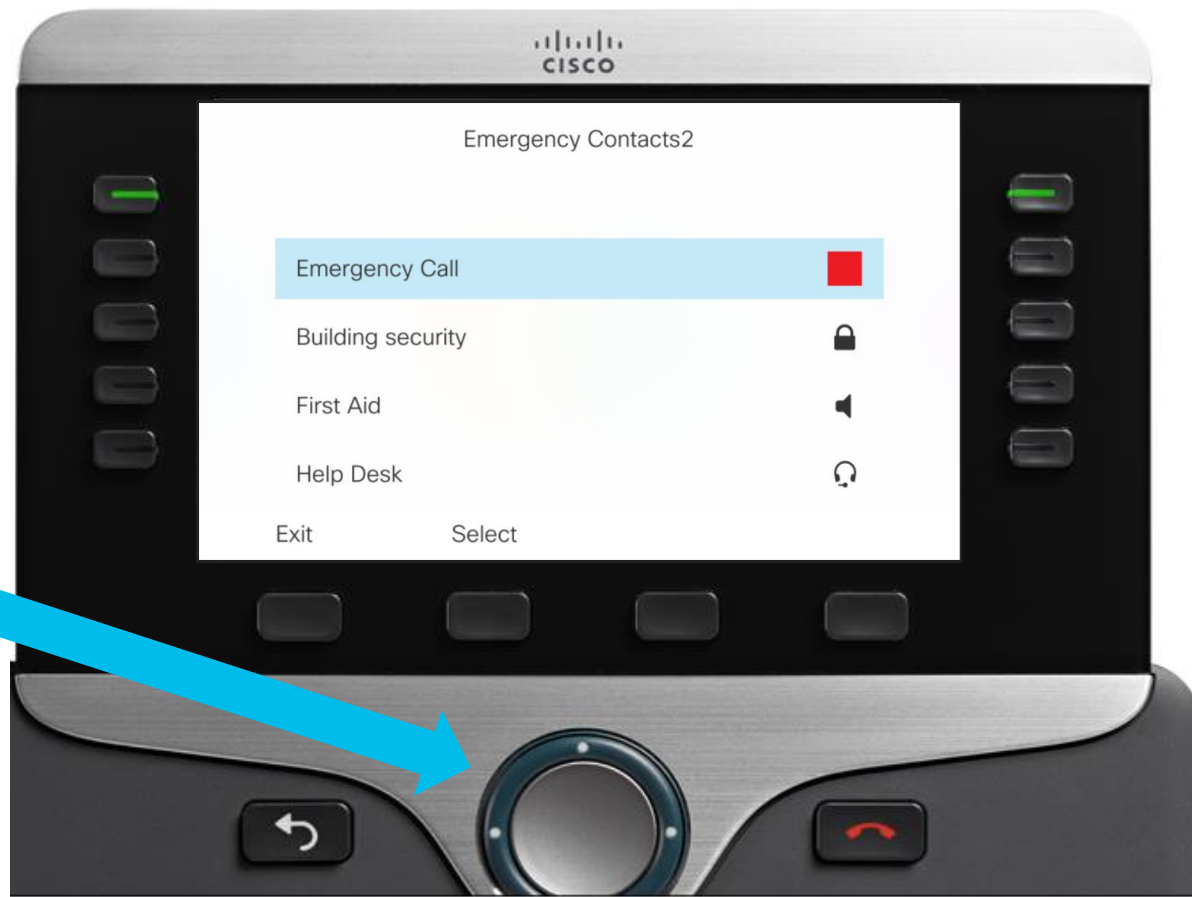
# XML Sample Application on the 8800 Series

- On CUCM, first create an IP Phone Service
- Add an XML file to a web server
- Create a Service URL on the phone



# XML Sample Application on the 8800 Series

- Selecting the button linked to the SURL triggers the XML file on the web server
- Navigate the XML via the circular navigation cluster and select item to call



# XML Sample Application - 8800 Series

```

<CiscoIPPhoneIconFileMenu>
  <Title>Emergency Contacts</Title>
  <IconItem>
    <Index>1</Index>
    <URL>Resource:Icon.Headset</URL>
  </IconItem>
  <IconItem>
    <Index>4</Index>
    <URL>Resource:Icon.SecureCall</URL>
  </IconItem>
  <IconItem>
    <Index>6</Index>
    <URL>Resource:Icon.Speaker</URL>
  </IconItem>
  <IconItem>
    <Index>9</Index>
    <URL>http://10.0.0.10/red.png</URL>
  </IconItem>

```

FILE CONTINUED

```

<MenuItem>
  <Name>Emergency Call</Name>
  <IconIndex>9</IconIndex>
  <URL>Dial:911</URL>
</MenuItem>
<MenuItem>
  <Name>Building security</Name>
  <IconIndex>4</IconIndex>
  <URL>Dial:1000</URL>
</MenuItem>
<MenuItem>
  <Name>First Aid</Name>
  <IconIndex>6</IconIndex>
  <URL>Dial:1000</URL>
</MenuItem>
<MenuItem>
  <Name>Help Desk</Name>
  <IconIndex>1</IconIndex>
  <URL>Dial:1000</URL>
</MenuItem>
</CiscoIPPhoneIconFileMenu>

```

## IP Phone Service

### IP Phone Services Configuration

Save Delete Update Subscriptions Add New

#### Status

Status: Ready

#### Service Information

Service Name\* CiscoIPPhoneIconFileMenu  
 Service Description  
 Service URL\* http://10.0.0.10/CiscoIPPhoneIconFileMenu.xml  
 Secure-Service URL  
 Service Category\* XML Service  
 Service Type\* Standard IP Phone Service  
 Service Vendor  
 Service Version  
 Enable

#### Subscribed Services

 [CiscoIPPhoneIconFileMenu](#)

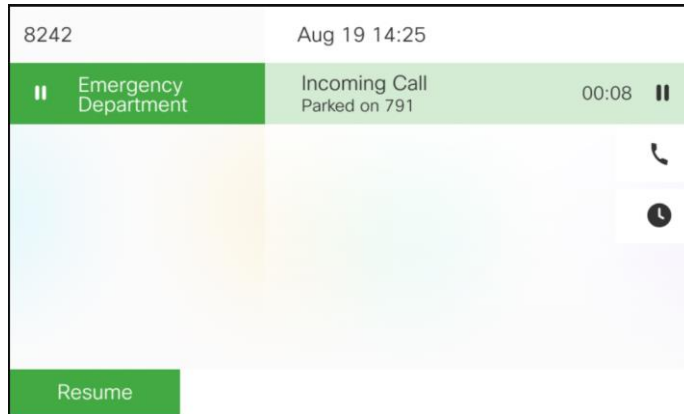
#### Service URL Settings on base Phone

Button Service	Label
1	CiscoIPPhoneIconFileMenu Emergency Menu

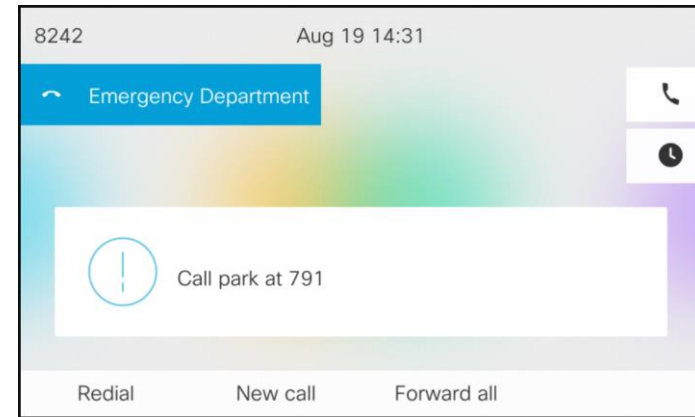
# Call Park Enhancement

- Avoids having an active parked call consume a line until picked up
- Avoids issues in call centers when busy trigger equals 1
- Requires the latest **device pack**

## Existing Behavior (Default = Enable)



## New Behavior (Toggle to Disable)



Dedicate one line for Call Park\*

Disabled



# Delayed PLAR

Private Line Automatic Ringdown

Use cases:

- Public Sector
- Correctional Institutions
- Hazardous Environments

Configuration:

1. Configure PLAR via <http://cs.co/sip-plar>
2. Install latest CUCM device pack
3. Enable “Delayed PLAR” on device page
4. (Optional) Adjust timer: Default = 15 seconds



Dedicate one line for Call Park*	Enabled	<input type="checkbox"/>
Delayed PLAR*	Enabled	<input checked="" type="checkbox"/>
Line Text Label Display in ELM*	Enabled	<input type="checkbox"/>

Video Demo -> <http://cs.co/delayed-plar>



# Speed Dial Enhancement

Easily access the new softkey speed dials when invoking:

- Call transfer
- Conference calls
- Group pickup

8242 Transfer Line: 8242

||

8 ||

• 15552227811 15:25 Today

• Park number 14:47 Today  
• 791

• 9998 16:36 Monday

• +19195552248 19:15 Aug 10

Redial Cancel Active calls **Speed dials**

A blue box highlights the 'Speed dials' softkey at the bottom right of the interface. A blue arrow points from this softkey towards the speed dial menu on the right.

Speed dials

1	Speed Dial #1	1234
2	Speed Dial #2	5678
3	Speed Dial #3	9123
4	Speed Dial #4	4455
5	Speed Dial #5	5566

Exit Call

The 'Speed Dial #2' row is highlighted in light blue. A green 'Call' button is visible at the bottom right.

# Calling Number Display in ELM for 8800 Series

## Purpose:

- Change inbound line label to a phone number

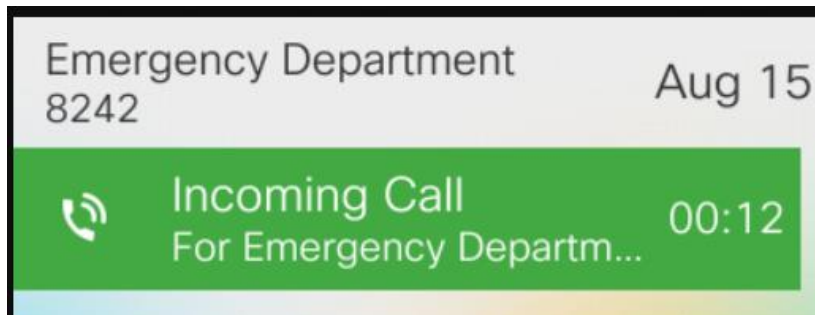
## Use cases:

- Hospitals
- Government
- Large organizations

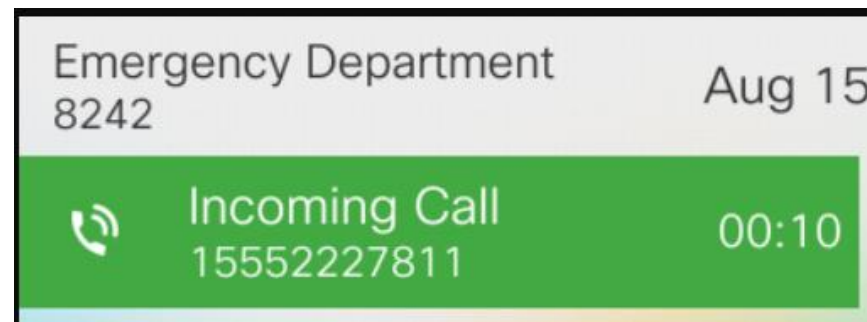
## Configuration:

1. Install latest CUCM device pack
2. Select Disabled. Save/Apply.

## Existing Behavior (Default = Enable)



## New Behavior (Toggle to Disable)



Line Text Label Display in ELM\*

Disabled

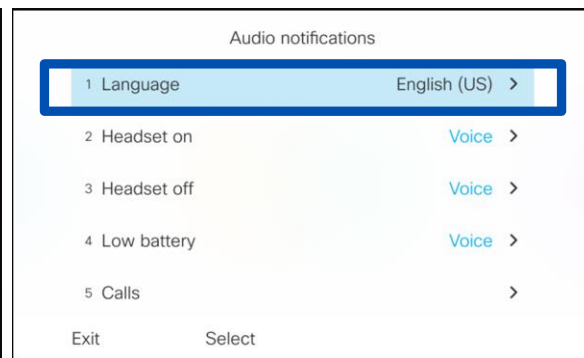
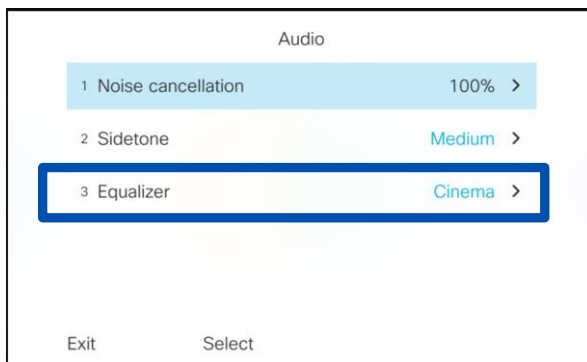
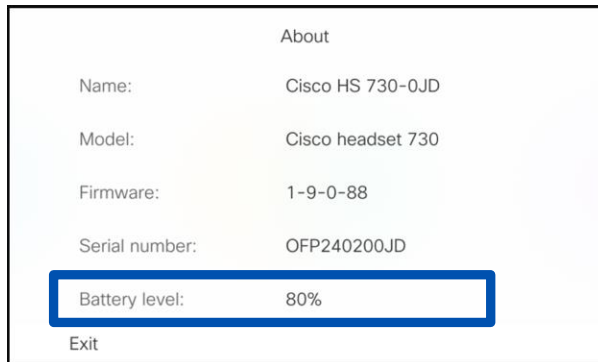
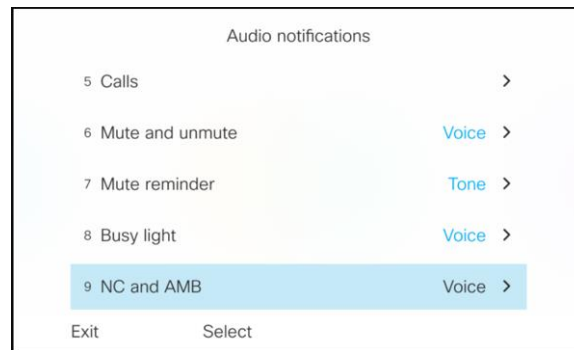




# Cisco Headset 730 Enhancements for 8800 Series

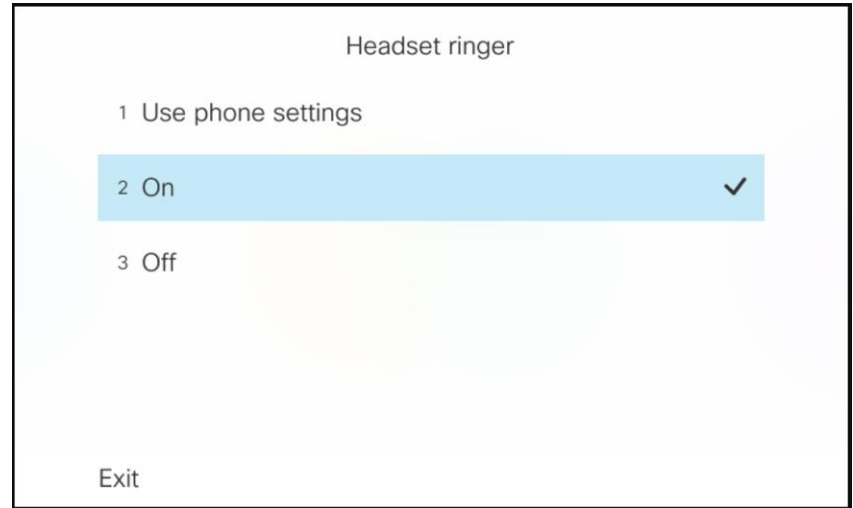
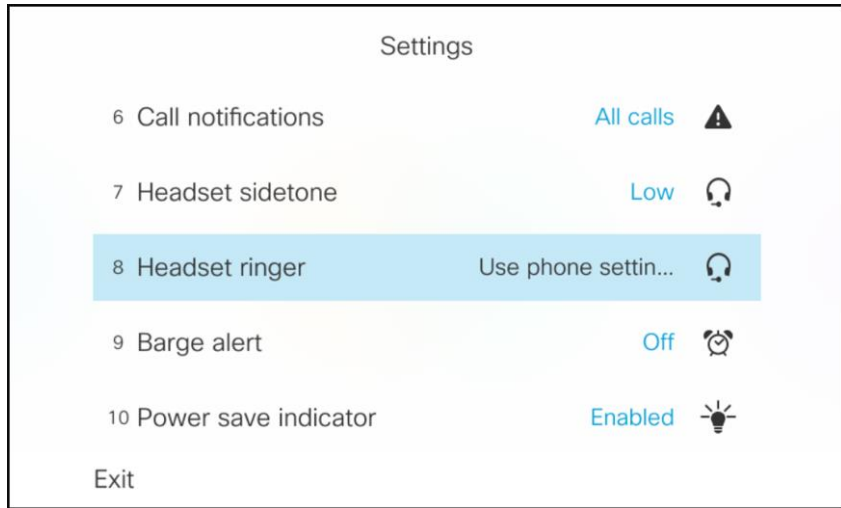
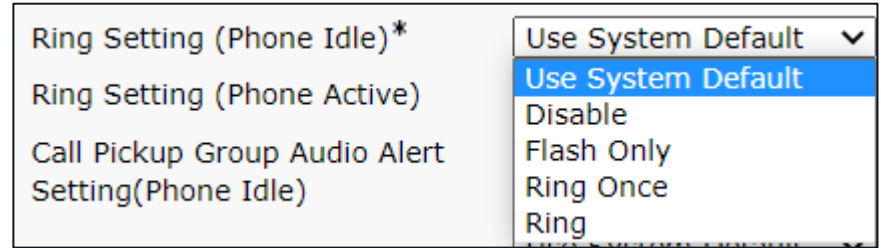
## Enhancements:

- Battery Level
- Equalizer
- Sidetone
- Smart Sensors
- Voice Assistant
- Call Notifications
- Adjust In-ear prompts (coming soon)



# Cisco Headset Ringtone Enhancements

- Ringtone now heard when there is an incoming call
- End user configurable to override phone settings inherited from CUCM Directory Number configuration



# Enterprise Firmware 14.2 Enhancements

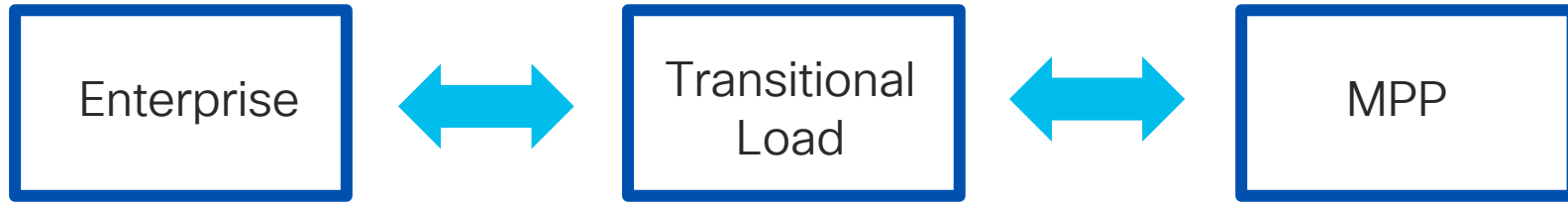
- Simplified Extension Mobility Login with Expressway MRA for 7800/8800
- Simplified Extension Mobility Login with 730 USB Adaptor for 8851/61/65
- Bluetooth Mute Sync for 730 for 8851/61/65
- Cisco Headset 720 support for 8851/61/65
- Cisco Headset 980 support for 8851/61/65
- 560 Auto Answer on/off dock support for 7800/8800
  - By default, you can answer calls by simply lifting your 560 headset off the base and ending them when you put it back down. This firmware release enables you to toggle this feature on and off through Webex App or on Cisco IP Phones with firmware 14.2 or later.

## Enterprise Phone Other Enhancements

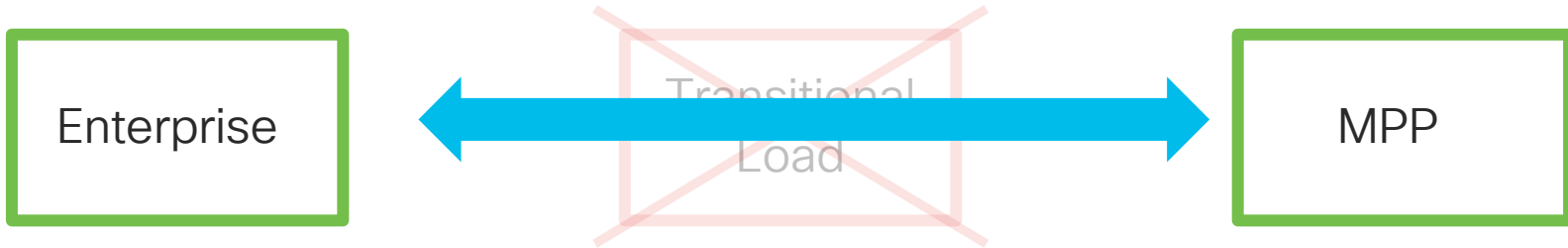
- External Phone Number Mask Display for Non-primary Line
- SIP OAuth Support on SRST
- Multi-server (SAN) Tomcat Certificate with Cisco UCM
- Localization Improvement on Enhanced Survivability Support
- Configurable DNS when DHCP is on

# Firmware Migration without Transitional Load

Before



After



# Firmware Migration

# Verify Device Eligibility – Four ways to check

1. Upgrade.cisco.com

2. Official Cisco Documentation

 <http://cs.co/convert-phones>

3. Webex Control Hub

- Updates & Migrations -> Migrate Enterprise Phones to MPP -> Start New Task -> Generate device licenses only

4. Joe Martini's tool: MPP Readiness Check

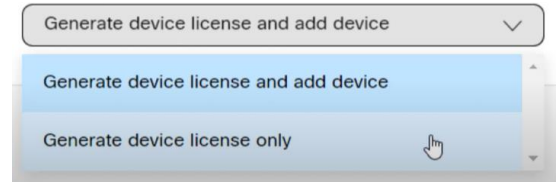
- [github.com/joemar2/mpp\\_readiness\\_check](https://github.com/joemar2/mpp_readiness_check)

Model	MAC Address	Eligibility
Cisco 7841	7C416A369241	● Eligible
Cisco 8865	AC7E9AB60297	● Unknown
Cisco 7841	A1B2C3D4E5F6	● Eligible
Cisco 8865	7C7E9AB60297	● Unknown
Cisco 7975	0021A0D8152A	● Ineligible
Cisco 8875	E069BA483748	● Ineligible
Cisco 7841	6F5E4D3C2B1A	● Eligible

# Firmware Migration – Five Key Enhancements

## 1. Generate Migration Licenses First, Migrate Later

- Decouple license generation from end user provisioning. Only phone model and MAC address required.



## 2. Auto trigger firmware migration with Cloud Connected UC

CCUC automates process:

- Tells CUCM to perform minimum Enterprise firmware 14.1.1 update & perform migration

Auto-migration in progress

Auto-migration complete

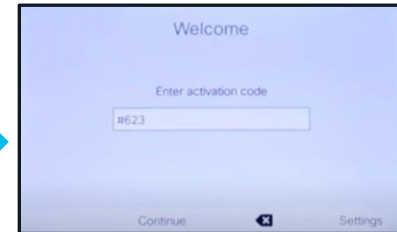
## 3. Use “Add device” UI wizard to generate license

- Use the classic “add device” in Control Hub to auto generate a license
- You must use MAC address for this to work

## 4. Migrate back to enterprise firmware – without a license!

- If you have already migrated to MPP, you can easily enter key sequence to roll back

#M2E or #623

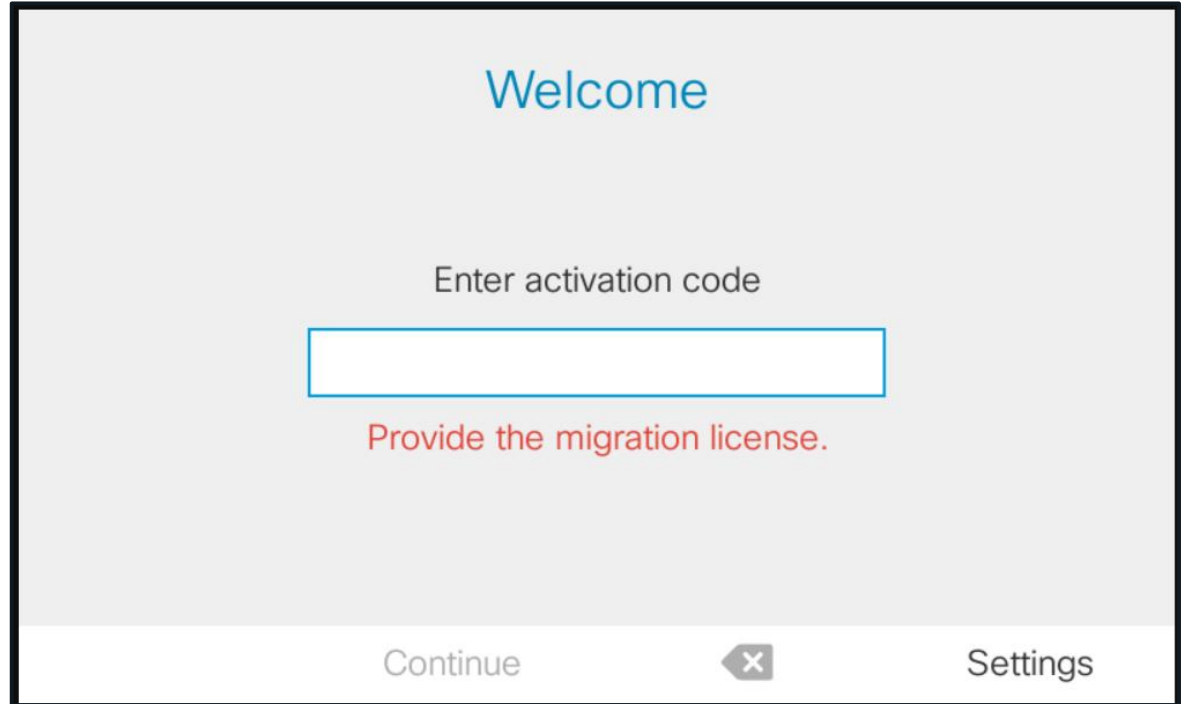


## 5. Activation codes for migrated phones

- Device can be factory reset and a new activation code works for users in that org.
- Cross-org does not work unless you restart process.

# Troubleshooting MPP Migration

- Why is this message displayed?
- It happens after a factory reset of a migrated phone?
- You do not need to provide a license for a phone transferred to someone else inside the same Webex org





# Firmware Migration Summary

1. YouTube Playlist: 30 minutes of Step-by-Step



<http://cs.co/mpp-migration-2023>

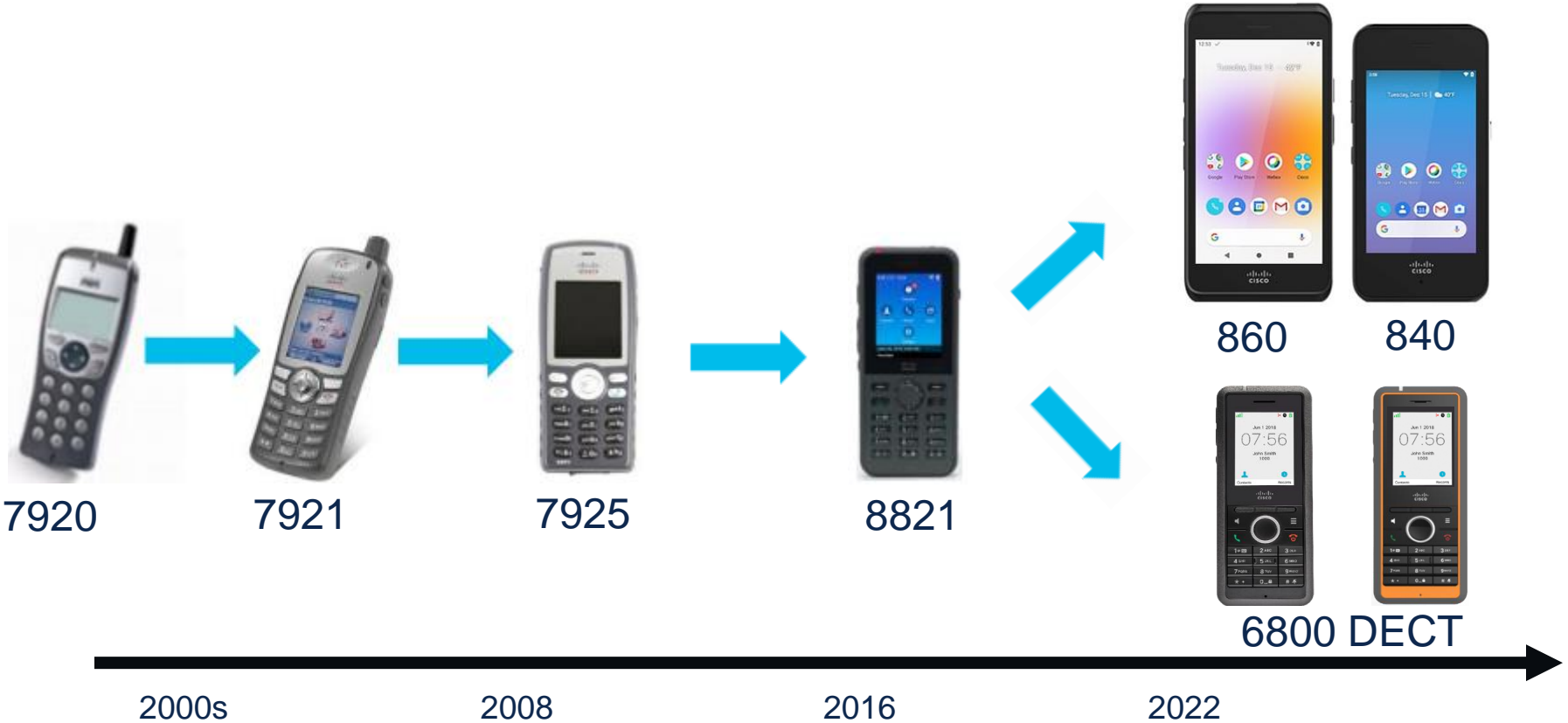
2. Watch Joe Martini's session **BRKCOL-2064** on-demand at [ciscolive.com](https://ciscolive.com):

- Migrating IP phones from Unified Communications Manager (on-premises) to Webex Calling (cloud) by a TAC engineer - BRKCOL-2064

3. Visit [upgrade.cisco.com](https://upgrade.cisco.com) for additional details

Cisco IP DECT  
6800 series or  
Wireless  
840/860?

# A Brief History of Cisco Wireless IP Phones



# Cisco wireless phones

## Cisco Wireless Phone 840

IP65 ruggedized, water and dust resistant

4" Dragontail™ glass touch screen

8MP camera, 5MP front camera

Swappable battery for shift work



## Cisco Wireless Phone 860

IP68 ruggedized, waterproof and dustproof

5.2" Gorilla® glass touch screen

13MP rear camera, 8MP front camera

Hot swappable battery for 100% up-time



Android 10 OS

Webex app installed

EMM/MDM Control

Scanner HW Option

Customizable buttons

Multi/Shared line

Google Play Store

CUCM Registration

802.11 Wi-Fi

Optional charging station

Vertical Applications

Webex Calling Support

**CISCO** *Live!*

# 840 Accessories



Holster Clip (840S)



Holster Clip (840)



Barcode Scan Gun



Desktop Charger



Battery Multi-Charger



Phone Multi-Charger

# 860 Accessories



Phone/Battery Desktop Charger



Phone/Battery Multi-Charger

# Cisco Wireless Phone

Features up to 1.4 Firmware

22 minutes Video Demonstration  
-> <https://youtu.be/ysmW6bcOjT0>

Video Demonstration -> <https://youtu.be/DQnUGDILVmU>  
Features in 1.3 firmware      Features in 1.4 firmware

[00:03](#) Hardware Overview  
[02:41](#) Battery Swap Demo  
[03:16](#) Default Applications  
[04:30](#) Cisco Phone App  
[06:26](#) Quick and Simple Sign In  
[06:55](#) Push to Talk  
[07:29](#) Duress Functionality  
[08:10](#) Bar Code Scanning  
[08:59](#) Voice Recognition  
[09:26](#) Group Chat  
[10:15](#) Accessories  
[10:43](#) Drop Test  
[11:05](#) Find My Device  
[12:36](#) Meraki SM Alarms, Alerts, etc.  
[14:23](#) Onboarding device with Meraki SM  
[16:47](#) Permitting / denying applications  
[19:22](#) Hydrogen Peroxide Cleaning  
[19:50](#) Working with the device with gloves  
[20:39](#) Bluetooth  
[21:21](#) Backups

- Multiple Lines & Shared Lines
- Cisco Extension Mobility
- Privacy on Shared Lines
- Auto Answer
- Line Text Label
- Call Admission Control and Traffic Specification
- PTT Broadcast on a Locked Phone
- Dark theme—Changes the display to light text on a dark background.
- Nearby share—Enables users to share files, links, and pictures with other devices within a certain range.
- Custom Settings App Includes Display Settings
- Extension Mobility Cross Cluster
- Personal Directory Contacts on CUCM
- Barcode Test Scan
- Extension Mobility Log In with No Directory Number
- The extension mobility login prompt automatically appears when subscribed to extension mobility services but don't have a DN configured.
- Wi-Fi Access Point Connection Information
- Call Quality Settings: If the AP supports them, the following information may be available:
  - SSID, AP name, BSSID, Channel, RSSI, Noise, CU (Channel Utilization)

# Configuration Management Tool

## **New Webex Wireless Phone Configuration Management tool to deploy and configure multiple phones**

You can use our new Webex Wireless Phone Configuration Management tool to deploy and configure multiple Webex Wireless Phones without an Enterprise Mobility Management (EMM) application. You can also use this tool to restrict apps and settings that you don't want users to access.

When you use the new Webex Wireless Phone Configuration Management tool to set up phones, the phones display the apps on a Smart Launcher screen. The Smart Launcher can have:

- **A single app**—There's only one app on the phone. When you turn on the phone, the app is open.
- **Multiple apps**—There are multiple apps on the phone.

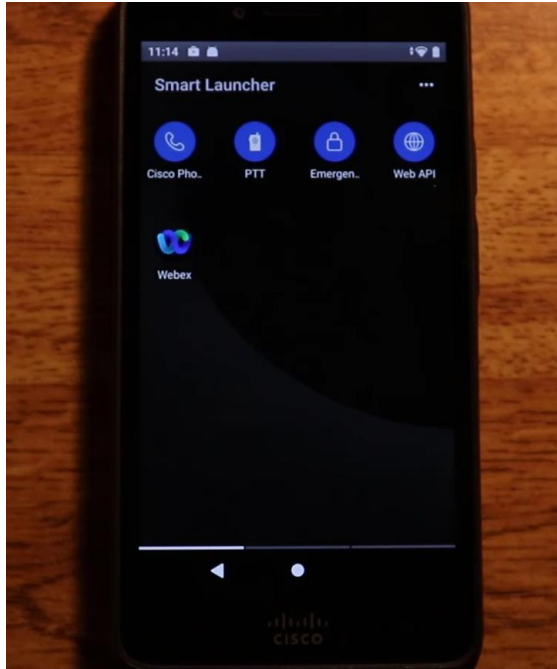
You access the Webex Wireless Phone Configuration Management tool at this url: <https://configure.cisco.com/>. To see how to use the tool to enroll and configure your phones, see the [Webex Wireless Phone Configuration Management tool workflow](#).



# EMM Alternative – [configure.cisco.com](http://configure.cisco.com)

Video Demonstration -> <http://cs.co/emma-demo>

### Multiple Apps

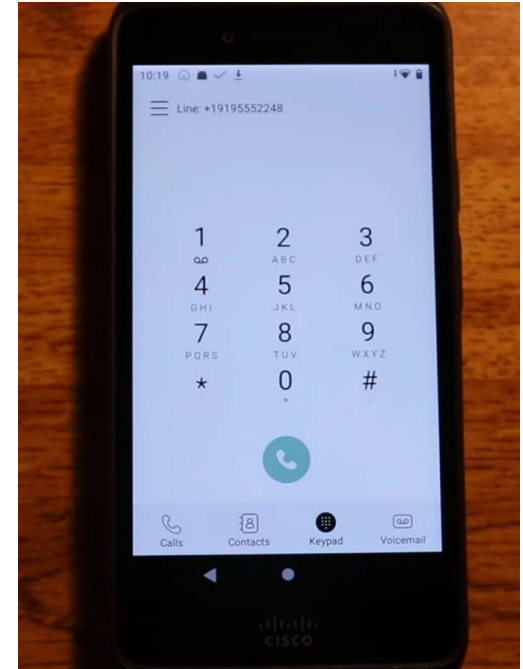


Default applications that can be hidden or unhidden from the Smart Launcher



Phone app cannot be minimized or closed by end user

### Phone Only Mode



# EMM Alternative – configure.cisco.com

Video Demonstration -> <http://cs.co/emma-demo>

- Step #1. Generate QR code and create customized package  
 Step #2. Upload JSON file to CUCM TFTP server(s). Restart TFTP Service.  
 Step #3. Populate the name of the file into the 840/860 device page.  
 Step #4. Populate the contents of key.txt into the field

Note: No data is stored in the cloud

1. Read EMMA documentation <http://cs.co/emma-doc>
2. Understand EMMA at <https://configure.cisco.com>
  - Determine what apps you want to display
  - Or if you want 'phone only mode'
  - EMMA cannot push apps: it can hide/unhide apps

Enterprise Mobility Management (EMM) Alternative Configuration

Enterprise Mobility Management (EMM) Alternative Configuration Encryption Key

CP8x0\_config\_6-7-2023.json.enc

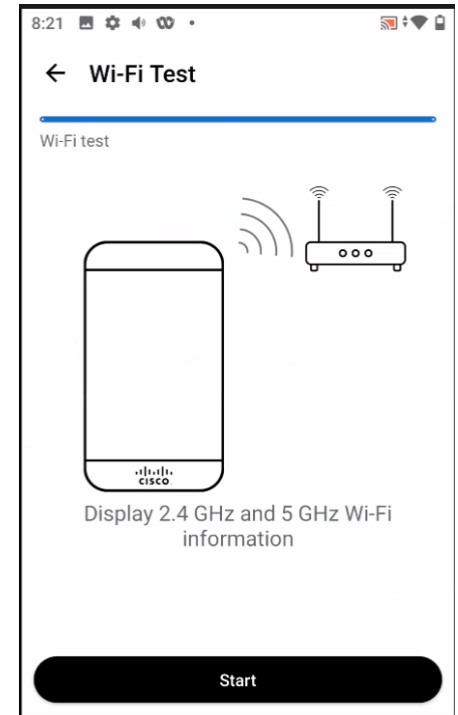
.....

\* If you do not see EMM fields on CUCM, it is because the latest QED installer is required.

# Cisco Wireless Phone 840/860

- Generate problem reports through the Webex Wireless Phone webpage
- Capture network traces through the Webex Wireless Phone webpage
- Webex Wireless Phone Upgrade Tool  
<https://webexphoneupgrade.cisco.com>
- Track phones via Access Points (Location Awareness) on CER, for E911 compliance
- Different ringtones per line, configurable on CUCM
- Custom ringtones downloadable from CUCM TFTP Server
- Play different ringtones if call is coming in via secondary registration to Nursecall integration
  - Uses 'Alert-Info' header to pass custom ringtone
- Push custom ringtone, notification, alarm, and wallpaper
- Call Recording using Built in Bridge (BIB)
- SRST
- CUCM Call Pickup

## Diagnostics application



# Cisco Wireless Phone 840/860

- InformaCast XML Support
- Hoteling login for Webex Calling
- Japanese-localized applications
- UX Improvements
- Limited CTI Control Support
- Updated Ringtone Per Line Management
- Security updates
- Bug Fixes

Reminder!  
Read 840/860 deployment guide.  
<http://cs.co/webex-wireless-dg>

# Cisco Wireless Phones Key Resources

## Wireless Phone Overviews

- Technical Overview: Hardware  
<http://cs.co/wireless-phone-overview>
- Technical Overview2: Core Telephony  
<http://cs.co/wireless-phone-overview2>

## Core Documentation

- Wireless LAN Deployment  
<http://cs.co/webex-wireless-dg>



## Free EMM Alternative

- Video  
<http://cs.co/emma-demo>
- Tool URL  
<https://configure.cisco.com>

## MDM 840/860 Tutorials

- Microsoft Intune  
<https://youtu.be/i5NcAGJI3e4>
- VMWARE Workspace  
<https://youtu.be/23jC15zInlc>
- Meraki SM  
<https://youtu.be/ysmW6bcOjT0&t=863s>

Android 10 OS  
Google Play Store

Webex app installed  
CUCM Registration

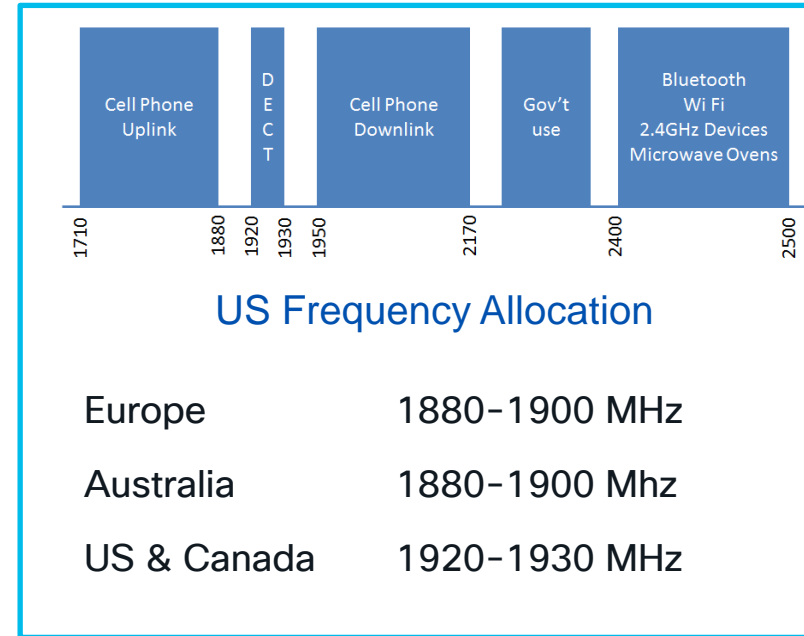
EMM/MDM Control  
802.11 Wi-Fi

Scanner HW Option  
Optional charging station

Customizable buttons  
Vertical Applications

# DECT & Wi-Fi Frequencies and Channels

- DECT is free from typical interferences of Wi-Fi and Bluetooth
- Designed for Voice and Range (50m/300m), not for data (speed)
- Has bandwidth for 10 channels, which allows 10 narrow band or 5 wide band voice traffic



Type	Wi-Fi (840/860)	DECT 6800
Frequency	2.4 GHz or 5 GHz	1.9 GHz

# 6800 DECT Wireless Phone



6823



6825 + Cradle



6825 Ruggedized



110 Base Station  
Single-cell



Repeater



210 Base Station  
Multi-cell

## DECT Models

- Value 6823 – Phone, cradle, 3.5mm jack (not shown)
- Premium 6825 – above plus Bluetooth and slightly larger screen than 6823, Emergency button
- Ruggedized 6825 – 6825 spec but IP65 rated dust and water protection

## Single-Cell Mode

- DECT 110 & 210 Base Station:
- Up to 30 SIP Registrations
  - Up to 10 Concurrent Calls

## Multi-Cell Mode

- DECT 210 Multi-Cell Base Station with 250 Base Stations Deployed:
- Up to 1000 SIP Registrations
  - Up to 2000 Concurrent Calls

# 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





# Tour of the Cisco IP DECT 6825 Handset



Only in 6825 Handset  
6823 Handset has rubberized keypad



# 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

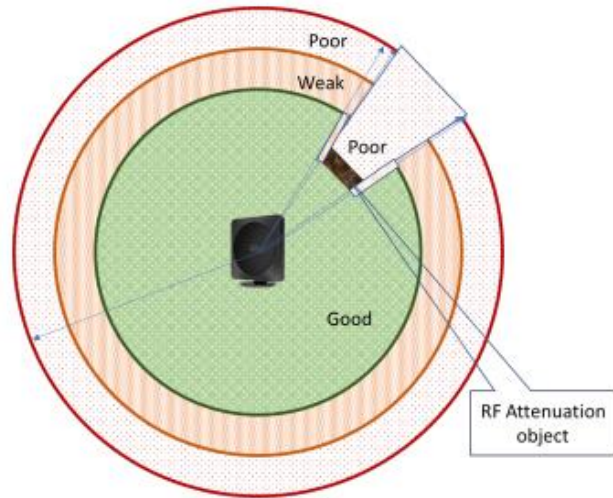
[https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cuipph/MPP/6800-DECT/deployment/CiscoDECT6800DeploymentGuide.pdf](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/MPP/6800-DECT/deployment/CiscoDECT6800DeploymentGuide.pdf)

# DECT Network Planning

## Radio Coverage Planning

### Base Station Location

- Center of the coverage area
- RF Attenuation objects



### Site survey tool

- Can be invoked anytime in handset
- Clear line of site increases signal strength

Good	Poor	Weak
IP Search 	IP Search 	IP Search 
Name: Warehouse A-1 MAC: 00:08:7B:16:D7:4E IP: 169.254.82.108 RFPI: 13:29:72:12:00 RSSI: 024 dBm Status: Strong	Name: Warehouse A-1 MAC: 00:08:7B:16:D7:4E IP: 169.254.82.108 RFPI: 13:29:72:12:00 RSSI: 024 dBm Status: Poor	Name: MAC: 00:08:7B:16:D7:4E IP: 169.254.82.108 RFPI: 13:29:72:12:00 RSSI: 024 dBm Status: Weak

# Local Area Network Topology

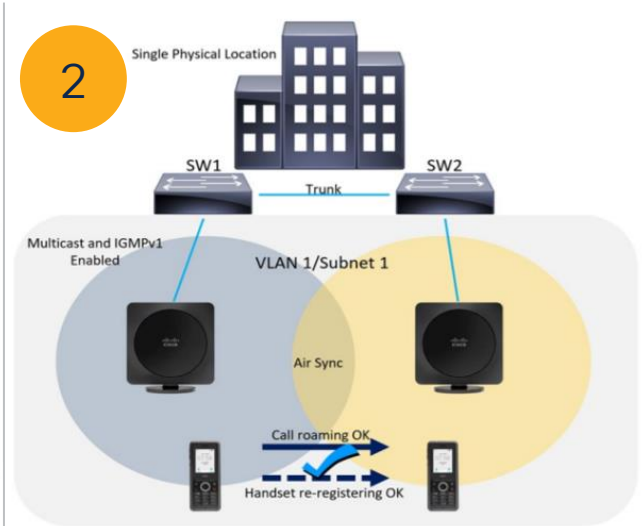
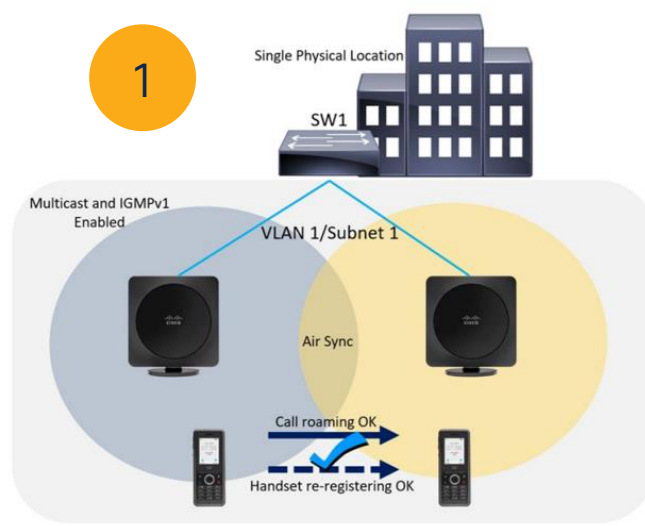
- DECT Multicell can be formed in different types of Network topology
- Key is to make sure Multicast works right
- Switch configuration is right
- DECT Multicell multiple topology support

DECT Deployment Guide  
<http://cs.co/dect-dg>



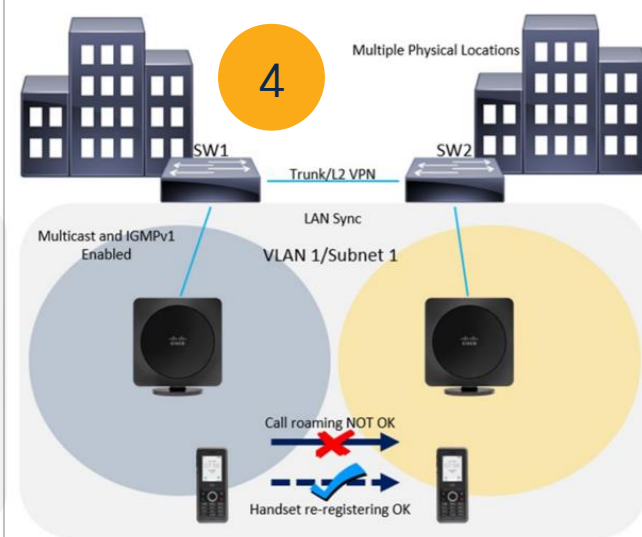
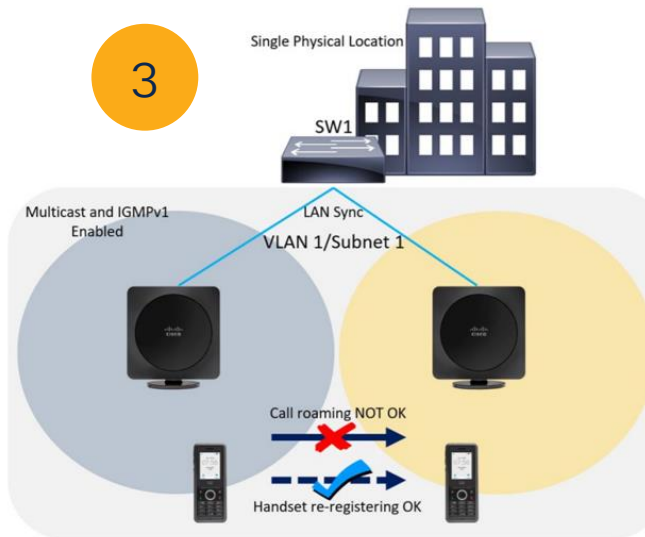
# Scenario 1 & 2

- Multicell is formed.
- DECT lock done over air.
- Handsets can register to secondary base.
- Handsets can roam from one base to another.
- Handsets can roam from one base to another in a call.



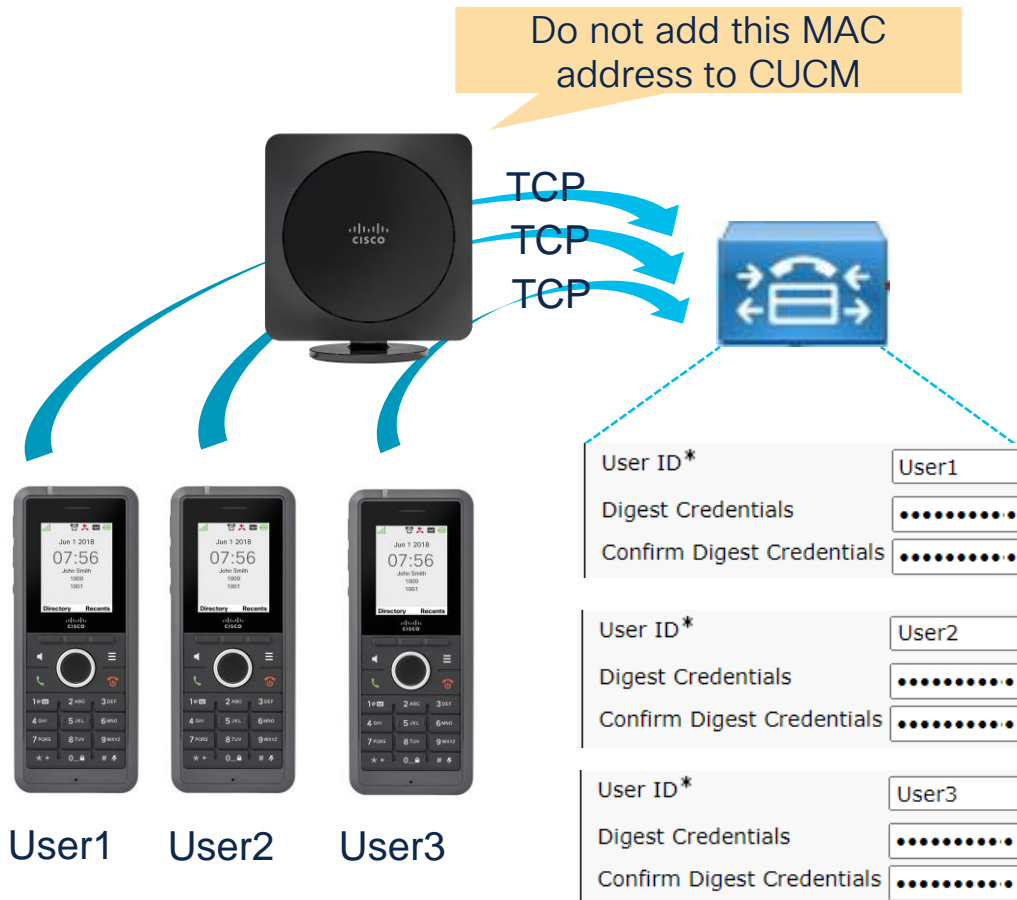
# Scenario 3 & 4

- Multicell is formed.
- DECT lock done over LAN.
- Handsets can register to any base.
- Handsets can re-register from one base to another.
- Handsets are NOT able to roam while in a call.



# 6800 DECT on CUCM Architecture

- The 6800 DECT is a self-contained DECT system. However, it requires a Third-Party SIP registrar for VoIP registration.
- CUCM has no visibility into DECT operations. You **must** configure DBS for TCP (not UDP).
- The DBS converts DECT to IPv4.
- DBS-210 MAC address should NOT be used. Each 6825 is a separate 3<sup>rd</sup> party SIP endpoint (advanced) on CUCM. Why? There are issues when you have DBS-210 MAC address on CUCM:
  - If primary line (handset #1) powers off, the second, third, fourth, etc, handsets go unregistered.
  - Max of 8 lines support on 3<sup>rd</sup> party advanced.
- MAC address in CUCM is arbitrary and can be any value other than DBS.



# Reminder! Do NOT put Base Station MAC in CUCM

- Use arbitrary MAC
- Alternatively, if a logical system or handset identifier is required, consider using IPEI with padding.
  - Example: If IPEI equals 03299001E3
  - Then put this as MAC in CUCM:
  - 03299001E300

**Association**

1	<a href="#">Line [1] - 1080 in Everyone</a>
2	<a href="#">Line [2] - Add a new DN</a>
3	<a href="#">Line [3] - Add a new DN</a>
4	<a href="#">Line [4] - Add a new DN</a>
5	<a href="#">Line [5] - Add a new DN</a>
6	<a href="#">Line [6] - Add a new DN</a>
7	<a href="#">Line [7] - Add a new DN</a>
8	<a href="#">Line [8] - Add a new DN</a>

**Phone Type**

**Product Type:** Third-party SIP Device (Advanced)  
**Device Protocol:** SIP

**Real-time Device Status**

**Registration:** Registered with Cisco Unified Communications Manager 198.18.133.3  
**IPv4 Address:** 10.64.14.118  
**Active Load ID:** None  
**Download Status:** None

**Device Information**

Device is Active  
 Device is not trusted  
**MAC Address\*:** 222222222222  
**Description:** SEP222222222222  
**Device Pool\*:** Default  
**Common Device Configuration:** < None >

Video walk-through on how to install the 6825 on CUCM:  
<https://youtu.be/75018CuYzKc>

# Firmware Release 5.1(2) for 6800 Series IP DECT

Delivers customer requested features to the 6800 series IP DECT devices:

- Cisco IP DECT Phone on CUCM
- Configuration Changes Logging
- Configuration Changes Reporting
- EDOS Profile Supports all XML Parameters
- Stateful Firewall to Control Inbound Ethernet Traffic
- Voice-VLAN support (Network-Related Information Extraction using CDP/LLDP)





# Which to deploy? Considerations

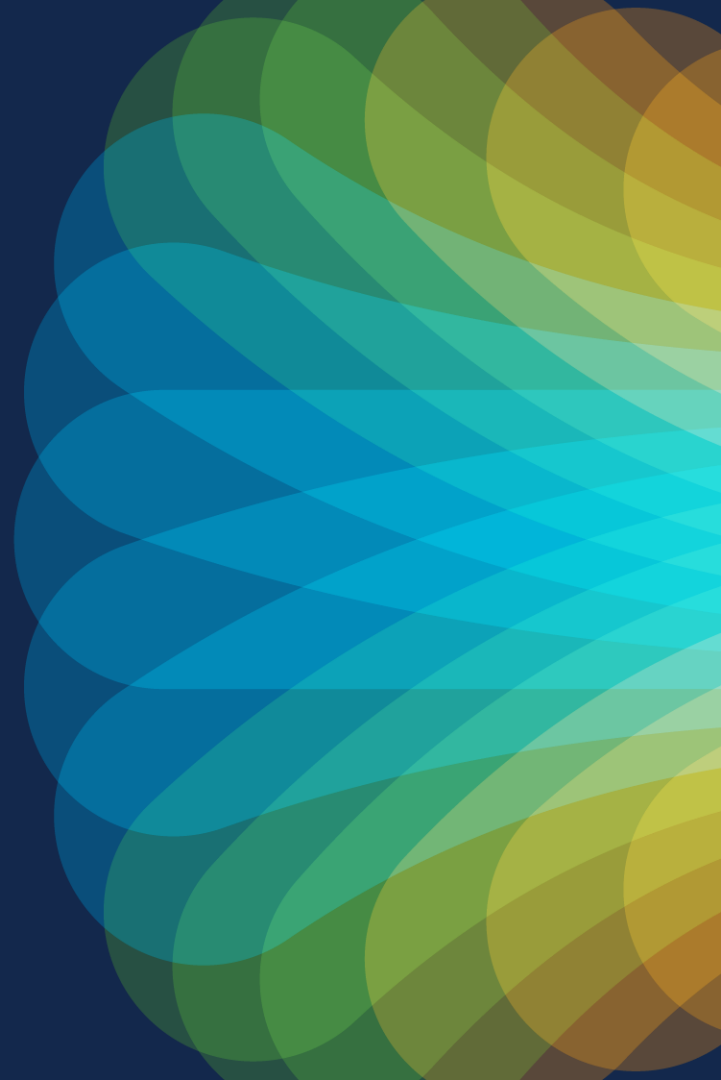
## 6800 DECT

- DECT overlay network
- Different Site Survey
- 3<sup>rd</sup> Party SIP Endpoint on CUCM
  - No AP base tracking
  - Out of band firmware upgrade
- Simple calling scenarios
- No 3<sup>rd</sup> party applications
- Push to Talk (all or nothing)

## Cisco Wireless 840/860

- Leverages existing converged Wireless network
- Use Case: Application support, messaging, Healthcare
- Integrated with CUCM
  - Extension Mobility
  - Firmware Upgrades
- 3<sup>rd</sup> Party App support / Barcode
- Power bank chargers
- Built-in-Bridge recording

# Cisco Headsets and Webcams



# Find the perfect peripherals

Integrated with Webex app and Cisco devices.

Microsoft Teams certified versions.

Dedicated Headset and Camera apps

Manage & view insights on your fleet of peripherals in Webex Control Hub

## 900 Series

Executive Bluetooth® Wireless headsets with premium audio



Bang & Olufsen Cisco 980



Bang & Olufsen Cisco 950

## 700 Series

Work everywhere with Bluetooth® wireless headsets for hybrid work featuring intelligent noise removal



Headset 730

Updated ergonomics!



720 Series



## 500 Series

Professional wired and wireless headsets for everyday calling and contact center applications



560 Series



530 Series



520 Series

## 300 Series

Professional value line with convenient controls



320 Series



## Desk Camera

Intelligent USB webcams for use on external displays / tripods



Desk Camera 4K



Desk Camera 1080p



# Get the best experience with Cisco Headsets and Phones



Connection options	78xx	8811/ 8841/45	8851/ 8861/65
USB Cable (32x, 52x, 53x, 56x)	N/A	N/A	Yes
Y-cable (56x)	Yes	Yes	Yes
320/530 headset w RJ interface	Yes	Yes	Yes

Record / playback

Tune audio

\*RJ connection will not have these features or headset management

# 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

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

# Extension Mobility login simplification

Use the user identity associated to a headset to simplify Extension Mobility login to a CUCM / UCM Cloud registered phone



## 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



Video Demo #1 of Use Case: <http://cs.co/touchlessEM>

Video Demo #2 of Onboarding: <https://youtu.be/xM61JFHggEM>

# Headset Extension Mobility Login with CUCM

## 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

## Supported features with 14.2 Phone Firmware

- Simplified Extension Mobility Login with Expressway MRA for 7800/8800
- Simplified Extension Mobility Login with 730 USB Adaptor
- Bluetooth Mute Sync for 730
- Cisco Headset 720 support
- Cisco Headset 980 support
  
- 560 Auto Answer on/off dock support for 7800/8800
  - By default, you can answer calls by simply lifting your 560 headset off the base and ending them when you put it back down. This firmware release enables you to toggle this feature through Webex App or on Cisco IP Phones with firmware 14.2 or later.





# Cisco Headsets model comparison



	Bang & Olufsen Cisco 980	730	720 Series	560 Series Multi-base	560 Series Standard base	530 Series	520 Series	320 Series*
Models	980	730	721 / 722	561 / 562	561 / 562	531 / 532	521 / 522	321 / 322
Wearing style	Over-ear	On-ear	On-ear	On-ear	On-ear	On-ear	On-ear	On-ear
Designed for	Executive   Office   Mobile	Office   Mobile	Office   Home	Office   Contact Center	Office   Contact Center	Office   Contact Center	Office   Mobile	Office   Contact Center
Type	Bluetooth 5.1	Bluetooth 5.0	Bluetooth 5.0	Wireless (DECT 6.0)	Wireless (DECT 6.0)	Wired with Quick Disconnect	Wired	Wired
Simultaneous connections	2 Bluetooth + 1 USB A	2 Bluetooth + 1 USB A	2 Bluetooth + 1 USB A	3	1	1	1	1
Availability	Shipping now	Shipping now	Shipping now	Shipping Now	Shipping Now	Shipping Now	Shipping Now	Shipping Now
Connectors (included)	3.5mm and USB-A	3.5mm and USB-A	USB-A	USB-A and RJ9/RJ11 (Y cable)	USB-A and RJ9/RJ11 (Y cable)	QD to RJ9, or QD to USB-A	3.5mm and USB-A	RJ9, USB-A, and optional USB-C adapter

# Cisco Headset 320 Series: Wired

- Mono or stereo wearing options
- Flexible Connectivity: RJ9, USB-A, and optional USB-C adapter
- Easy set-up & designed for all day comfort
- In-line controller featuring dedicated Webex or Microsoft Teams button
- Outstanding audio and noise reduction
- Integrated headset management and analytics
- Webex and Microsoft Teams certified models

## Connectivity

- Fixed RJ or USB-A cable
- Optional USB-C adapter
- RJ (Cisco phones only)



# Cisco Headsets for Webex & Microsoft Teams

## Webex

- Button flashes prior to meeting
- Press button to join meeting
- Push button to bring Webex app to foreground

### Meetings

#### Scheduled meetings

You can choose when to receive notifications for scheduled meetings.

- 5 minutes before start time
- 1 minute before start time
- At start time
- Off

## Microsoft Teams

- Button flashes prior to meeting
- Press button to join meeting
- Hold button to raise hand/lower hand
- Push button to bring Microsoft Teams to foreground

# Cisco Headset 521/522 and 531/532







**521/522**  
Connector:



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

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

## 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 560 Series: wireless (DECT)

- Mono or stereo wearing options
- DECT 6.0 with AES-128 encryption
- Mobility up to 300 feet from the base
- Easy set-up and tuning
- On-ear busy indicator light
- Outstanding audio and noise reduction
- Integrated headset management and analytics



# Best Practices for Cisco 560 DECT Headsets

1. For 560 DECT deployments, **please** read the deployment guide <http://cs.co/dect> or video walk-through here: <http://cs.co/dect-video>
2. For CUCM deployments, first enable CUCM Headset Service. Review documentation <http://cs.co/cucm-headset-doc-14>
3. The default CUCM Headset Template is read-only and non-configurable. Create a non-default CUCM Headset Templates to control the parameters.
4. CUCM Phone device “Owner” parameter must specify an end user for Headset Templates to work.

## Cisco 560 DECT Configuration

Speaker Volume: 7

Microphone Gain: Default

Sidetone: Low

Equalizer: Default

Audio Bandwidth: Wide Band

Bluetooth: On

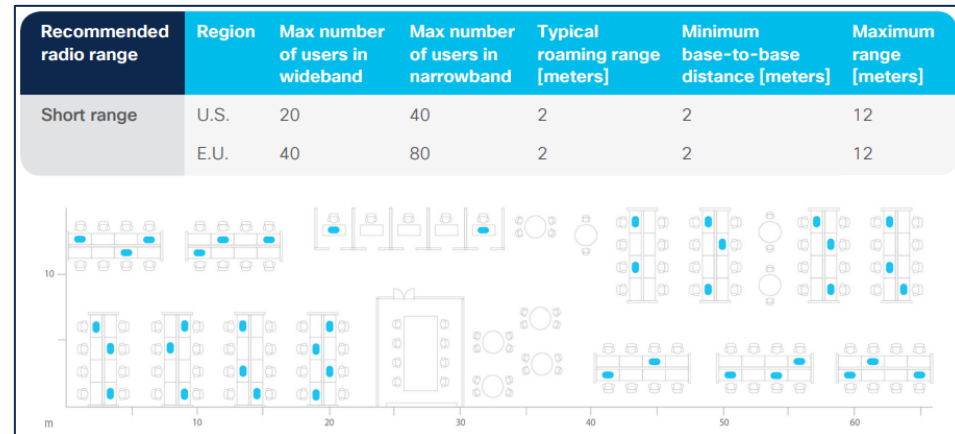
Conference: Enable

Firmware source: Allow from UCM or Cisco Cloud(firmware will upgrade only)

DECT Radio Range: Medium Range

Auto Range  
Short Range  
Medium Range

## High Density Deployment (Short Range) example



# Cisco Bluetooth Headset Deployment Guide

<https://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/headset-700-series/bluetooth-deployment.html>

## Planning your Cisco Headset Bluetooth Deployment

Updated: June 4, 2023

Bias-Free Language

Table of Contents



Table of Contents

Bluetooth® versus DECT

Introduction to Bluetooth and t...

The challenges

Save Download Print

Cisco offers a range of wireless, DECT, and Bluetooth® headsets that connect to your desk IP phones, softphones, or mobile devices . They provide a stable connection enabling workers to stay focused on the work at hand while offering a great mobile audio experience. By combining with the market-leading Cisco® Unified Communications (UC) architecture, Cisco Headsets offer advanced integrated manageability functions unlike any other in market today.

# Cisco 720 Series: wireless (Bluetooth®)

- Wireless via Bluetooth® 5.0 or USB HD Adapter
- Mono or stereo wearing options
- Microphone boom featuring flip to mute feature
- Up to 23 hours talk time
- AI powered Voice Activated Microphones
- Integrated Webex or MSFT Teams Button
- Designed for all day comfort
- Enterprise grade hardware & software security
- 3 simultaneous connections (2 Bluetooth + 1 wired USB)
- Integrated headset management and analytics
- Webex and Microsoft Teams certified models with premium microphones for open office





# Cisco Headset 730: wireless (Bluetooth®)

Focus on what matters at home, the office and the journey between.



reddot winner 2020



Platinum



Carbon Black

- Wireless via Bluetooth® 5.0 or USB HD Adapter
- Sleek boomless microphone design
- On-ear buttons for easy call and music control
- Active Noise Cancellation
- AI powered Voice Activated Microphones
- Smart sensor for contextual movements
- Integrated presence LED light
- 20+ hour battery life
- Enterprise grade hardware & software security
- 3 simultaneous connections (2 Bluetooth + 1 wired USB)
- Integrated headset management and analytics
- Cisco Bluetooth® Headset Deployment Guide

Updated ergonomics for enhanced comfort!

Shipping October 2023

<https://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/headset-700-series/bluetooth-deployment.html>



Cisco and Bang & Olufsen joined forces to deliver an audio experience that is equipped for business communications, excels in immersive sound, and designed with elegance.





### **The Bang & Olufsen Cisco 900 Series**

The new Bang & Olufsen Cisco 950 true wireless earbuds combine the B&O craftsmanship, design, and legendary sound with purpose-built software for business users. It's your new discreet and powerful all-day audio companion.





# Bang & Olufsen Cisco 950: wireless (Bluetooth®)





## Take great audio anywhere

-  Bluetooth 5.2
-  Adaptive active noise cancellation and transparency mode
-  Immerse yourself in B&O legendary sound
-  Six built-in microphones for crystal clear communications




## All-day comfort

-  Tailored fit with 4 sizes of silicon tips or COMPLY™ memory foam tips
-  Stereo or mono use on left or right earbud

## User centric experiences

-  Only earbuds optimized for Webex app and Cisco devices with on-ear call controls over native BT
-  Touch or motion controls to easily navigate calls and music
-  In-ear voice or tone notifications
-  Customize settings in the B&O mobile app

## Peace of mind for IT

-  Enterprise grade hardware and software security
-  Centralized inventory management in Control Hub
-  Built to last with premium materials including aluminum and tempered glass

True wireless earbuds  
designed for  
professionals.



# Bang & Olufsen Cisco 980: wireless (Bluetooth®)

Black Anthracite


First Light



Designed for life. Perfected for business.

- Lightweight structure with authentic, premium materials
- Immersive experience with high end acoustics and audio
- Adaptive Active Noise Cancellation and transparency mode
- Seamless connectivity with Bluetooth® 5.1 and two active connections
- All day use with 24 hours battery life
- Enterprise grade software and hardware security
- Integrated with Webex app and devices
- Cisco management and analytics
- Integrated headset management and analytics

# The Cisco Desk Camera Series

 Cisco Desk Camera 1080p



1080p Full HD Video



Autofocus



Adjust image and field of view



Built-in Privacy shutter



Great light performance



Cisco Desk Camera App



Microphones with noise reduction



Multiple mounting options



4K Ultra HD Video



Best overview




Facial recognition for Windows Hello

 Cisco Desk Camera 4K



# The Cisco Desk Camera Series

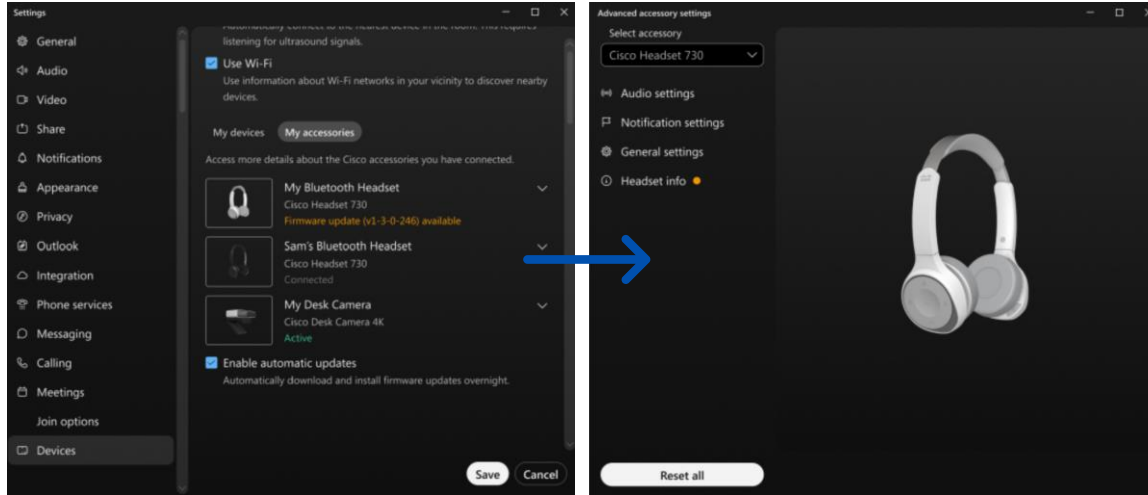


 Cisco Desk Camera 1080p



 Cisco Desk Camera 4K

# Headset & Camera Local Settings in the Webex App



Gives user ability to see and provision their headset or camera directly in the Webex App:

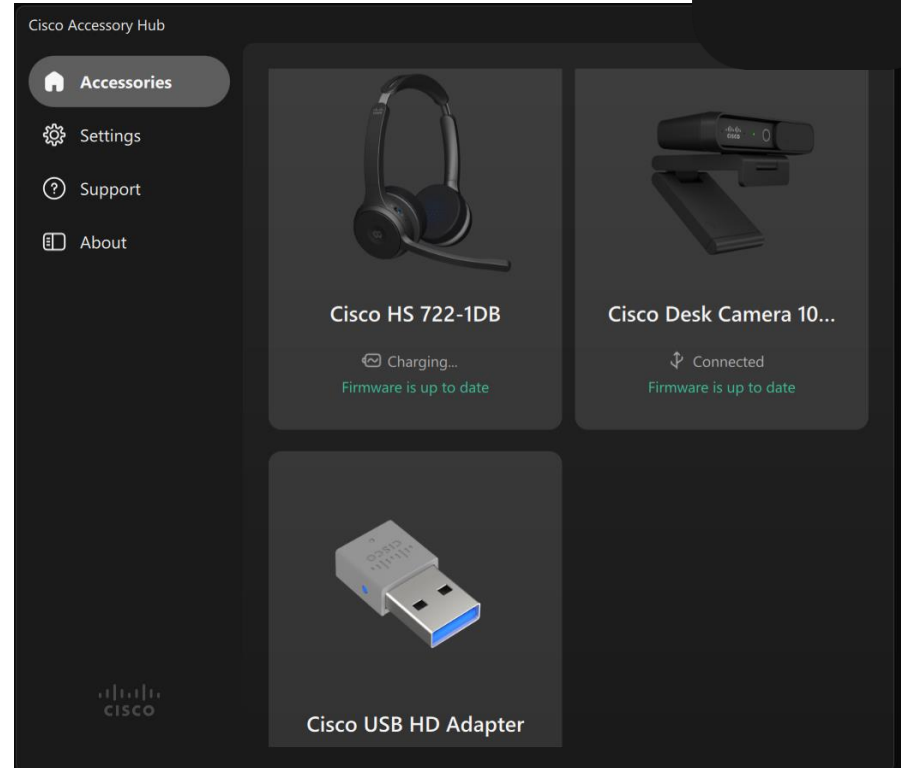
- Image of your device
- Audio settings
- General settings
- Notification settings
- Provide headset information like Model, Serial Number, current firmware
- Ability to push a manual or automatic FW upgrade through the Webex App

Available on Cisco Headset 300 Series, 500 Series, 700 Series, and Cisco Desk Cameras

# NEW Cisco Accessory Hub desktop app



- Desktop application providing end users the ability to configure, customize, and upgrade Cisco Headsets and Desk Cameras
- Supports Cisco Headset 730, 720, 560, 530, 520, 320 Series and Cisco Desk Camera 1080P and 4K
- Ability to configure all settings, view device details, and upgrade firmware
- Available Feb 2024 for Windows and Mac
- Provides option to utilize:
  - Web-based [Cisco Accessory Hub](#) to simply upgrade device firmware
  - Cisco Accessory Hub app for full device configuration, customization, and push notifications for available firmware upgrades





# Call to Action

- Understand Cisco Phone Updates
- Understand Cisco Wireless Phone 800 Series
- Understand the how to customize or lock down the Webex Wireless Phone
- Cisco 6800 DECT series
- Understand Cisco Headsets and Desk Cameras

# References

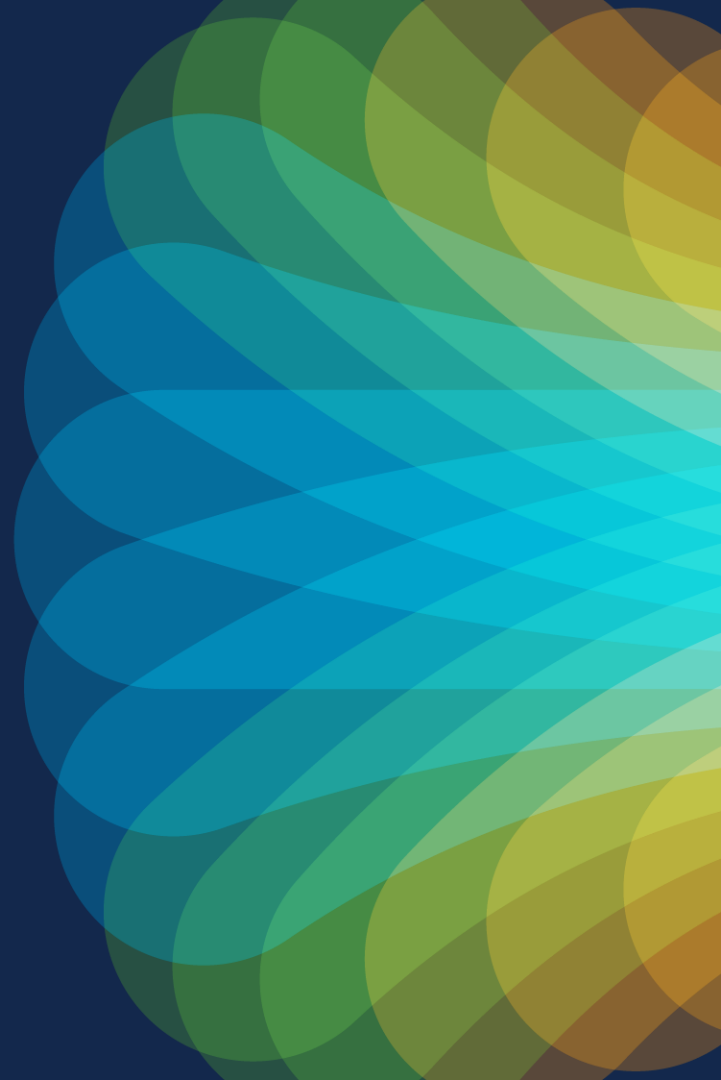
- Webex Wireless Phone 840 and 860 Wireless LAN Deployment Guide  
<http://cs.co/webex-wireless-dg>
- Cisco Headset 560 DECT Deployment Guide:  
<http://cs.co/dect>
- Cisco Headset 700 Series Bluetooth Deployment Guide:
  - <https://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/headset-700-series/bluetooth-deployment.html>
- Cisco Phone Services XML documentation:  
[https://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cuipph/all\\_models/xsi/9\\_1\\_1/xsidevguide911.pdf](https://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/all_models/xsi/9_1_1/xsidevguide911.pdf)



The bridge to possible

# Thank you

CISCO *Live!*



The Cisco Live! logo features the word "CISCO" in a bold, black, sans-serif font, followed by "Live!" in a black, cursive script font. The background of the entire image is a vibrant, multi-colored abstract pattern of overlapping, wavy bands in shades of red, orange, yellow, green, and blue, creating a sense of motion and energy.

CISCO *Live!*

Let's go

# Cisco Conference Phones

## Cisco 7832

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- Cost-effective conference endpoint for small meeting rooms
- Backlit grey scale display
- CUCM or Cloud

## Cisco 8832 Series

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- Fill large meeting rooms and executive offices with high-quality wideband audio
- Wi-Fi network connection
- Wired/Wireless microphone accessories
- CUCM or Cloud

## Cisco Webex Room Phone

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- Designed for collaborative meetings
- Wired/Wireless sharing
- HDMI input/output
- CUCM and Cloud dual registration

# Enterprise to MPP Conversion – Webex Calling

## Setup your organization for Webex Calling

- Review and complete all the [prerequisites](#):
  - Numbers, locations and PSTN setup
  - Users and workspaces setup
  - Webex control hub admin access

## Use Webex control hub migration assistant

- ★ **Migration licenses automated (No need to order!)**
  - Assign devices to users via migration assistant
  - Requires calling service for users
  - [Video tutorial](#)
  - [Documentation](#)

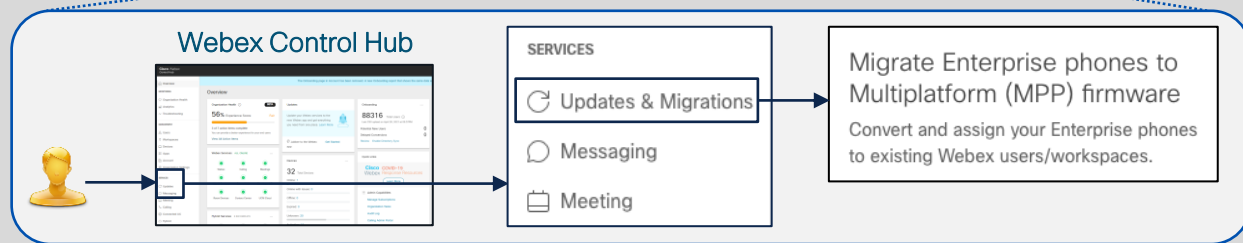
## Trigger firmware upgrade

- Option 1: Auto trigger Via [CCUC](#)
- Option 2: Use [Cloud Upgrader](#)
- Manual – Via [Alt TFTP](#)
  - Automated – Via [UCM](#)
  - At staging facility – Via [DHCP Options](#)

### 1. Setup calling and users

### 2. Prepare devices for migration

### 3. Convert phones



Phones converted via this method are only authorized for use with Webex Calling

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