



Cisco IP Phones, Headsets, and Webcams

The Product Updates that we all Need to Know

David Scott CCIE - Product Manager
BRKCOL-2068

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Webex App

Questions?

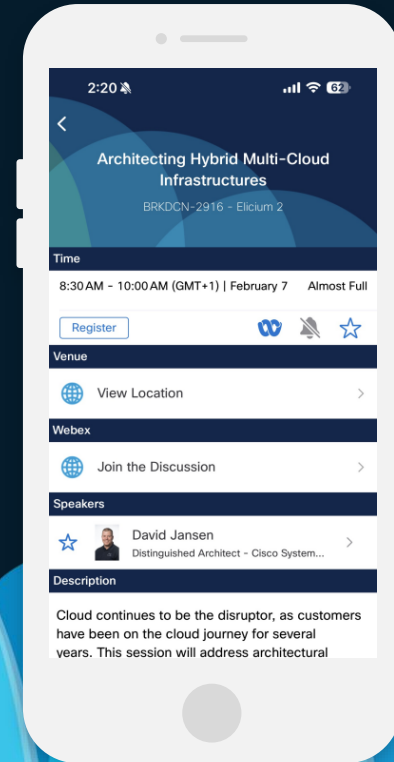
Use the Webex app to chat with the speaker after the session

How

- 1 Find this session in the Cisco Events mobile app
- 2 Click “Join the Discussion”
- 3 Install the Webex app or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until February 28, 2025.

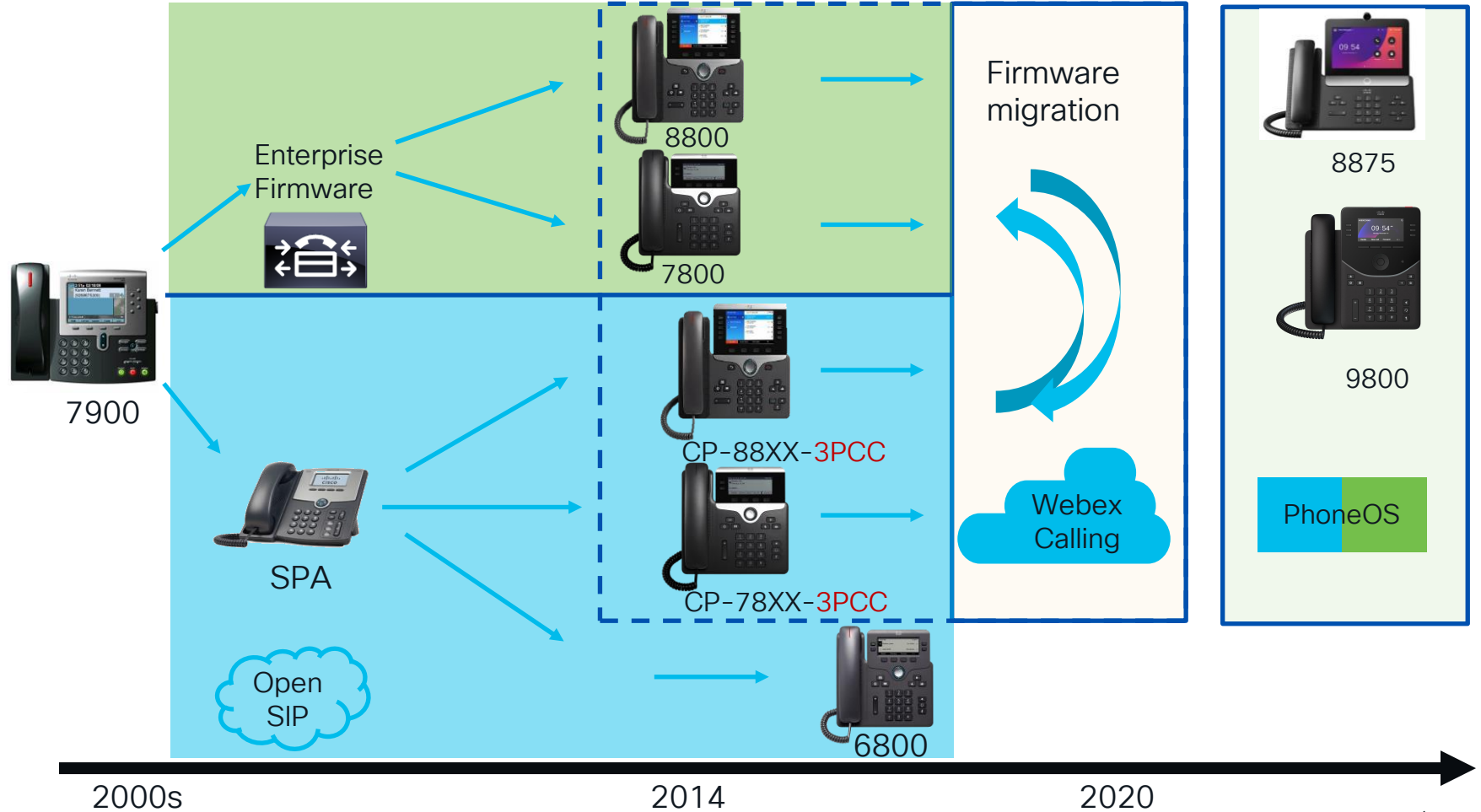
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Agenda

- Introduction
- Desk Phone 9800 Series
 - Hotdesking and Meetings
- Phone Migration
- DECT and Wireless Phones
- Cisco Headsets & Webcams

A Brief History of Enterprise, Multiplatform Phones, and PhoneOS

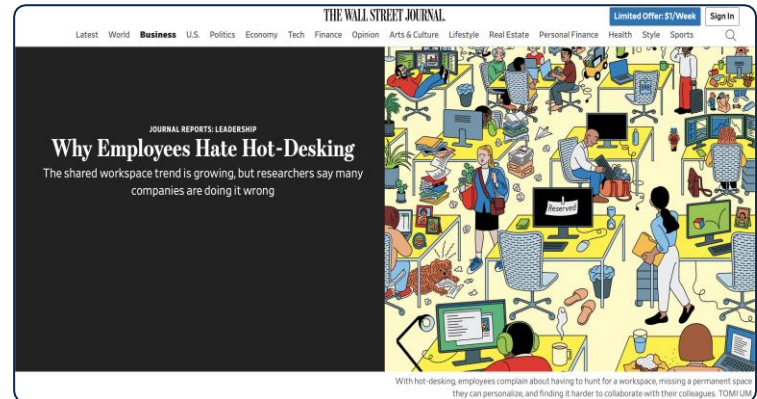
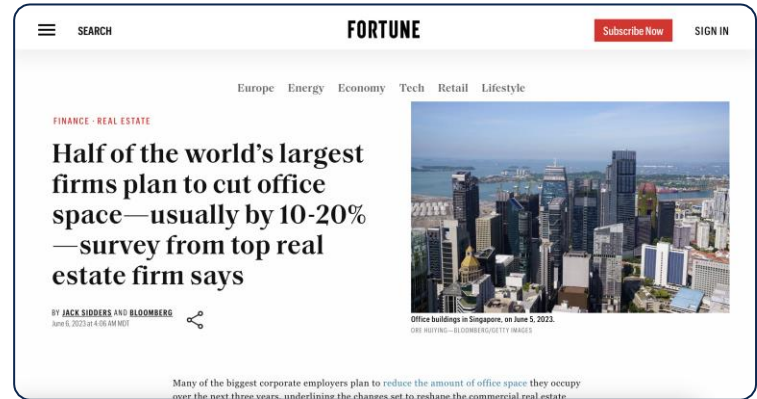




- Users find the office to be lacking when compared to services at home. Tight working spaces and a less personalized environment can cause additional stress.
- Is the experience better in the office than at home?
- Does the office support team collaboration?
- How do I reserve a desk and make it mine?
- Will disconnected tech require IT support?
- Is the office building safe and secure?

IT and facilities face desk space challenges

- Struggling with return to office
- Decreasing real estate footprints
- Facilities struggle with desk vs meeting spaces
- IT and facilities challenged to meet evolving user needs
- Lack of management capabilities, visibility, and insights
- Need plans that drive towards sustainability goals



Companies buying disconnected tech

- ✗ Challenging installations
- ✗ No reservation
- ✗ No personalization
- ✗ Limited value to employees
- ✗ No visibility
- ✗ Not controlled centrally

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Over 100 Million

Today, Cisco phones are on over 100M desks...



Cisco Desk Phone 9800 Series

9841



9851



9861



9871



KEM



Orderable & Shipping Now

Orderable & Shipping Now

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Desk Phone
9800 Series.

More than a
desk phone.

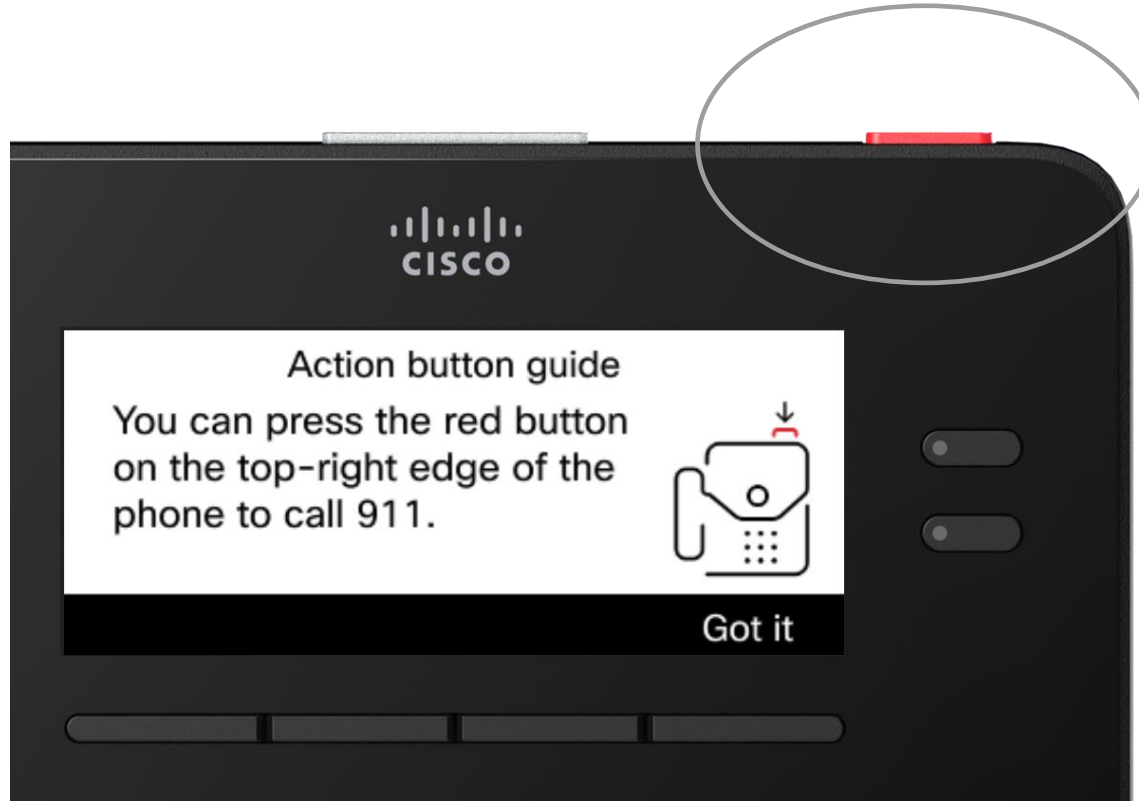


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Amazing Industrial Design



Action Button – All 9800s



Cisco Desk Phone 9800 Series

9841



9851



9861



9871



KEM



9800 + 3.0 Firmware (CUCM & Cloud)

9800 + 3.1 Firmware (CUCM & Cloud)

- July 2024

9800 + 3.2 Firmware (CUCM & Cloud)

- October 2024

9800 + 3.3 Firmware (CUCM & Cloud)

- January 2025

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Cisco Desk Phone 9841

- 4 Programmable Line Keys
- 3.5" (384 x160) grayscale
- 1 USB-A
- POE – IEEE Class 2
- Front Arc LED and Top 360 LED
- Action Button
- Favorite Button



Cisco Desk Phone 9851

- 6 Programmable Line Keys
- 3.7" (480x240) color
- 1 USB-A
- 1 USB-C
- POE – IEEE Class 3
- Front Arc LED and Top 360 LED
- Action Button
- Favorite Button
- Calendar Button
- 1 x KEM support



Cisco Desk Phone 9861

- 10 Programmable Line Keys
- 5" (800x480) color
- 1 USB-A
- 1 USB-C
- Bluetooth 5.2
- Wi-Fi 5 (802.11ac)
- POE - IEEE Class 3
- Front Arc LED and Top 360 LED
- Action Button
- Favorite Button
- Calendar Button
- 3 x KEM support



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Cisco Desk Phone 9871

- Touch Screen
- 5" (1280x720) color
- 1 USB-A
- 1 USB-C
- Bluetooth 5.2
- Wi-Fi 5 (802.11ac)
- POE - IEEE Class 3
- Front Arc LED and Top 360 LED
- Action Button
- Favorite Button
- 3 x KEM support



Front Arc LED States

Top 360



Front Arc



State	Color
Idle	Steady 50%
In a Call	steady green
Incoming Call	Fast Blink amber
Voicemail (Top 360)	Heartbeat
Hotdesk Available	steady green
Hotdesk In Use	Steady 50%
Missed Call (optional)	Heartbeat



Missed Call Led Alert* Enabled

<https://help.webex.com/en-us/article/r1gu0/LED-indicators-overview>

Favorite Button

- Access voicemail and a quick speed dial list.
- Default “Help Desk” text can be renamed.
- Up to 10 entries are supported.



Help Desk*	<input type="text" value="Enabled"/>	<input checked="" type="checkbox"/>
Help Desk Customize Name	<input type="text" value="Help Desk"/>	<input type="checkbox"/>
Name 0	<input type="text" value="Help Desk"/>	<input checked="" type="checkbox"/>
Quick Number 0	<input type="text" value="1000"/>	<input checked="" type="checkbox"/>
Name 1	<input type="text" value="IT Department"/>	<input checked="" type="checkbox"/>
Quick Number 1	<input type="text" value="1001"/>	<input checked="" type="checkbox"/>
Name 2	<input type="text" value="Security"/>	<input checked="" type="checkbox"/>
Quick Number 2	<input type="text" value="1002"/>	<input checked="" type="checkbox"/>
Name 3	<input type="text"/>	<input type="checkbox"/>
Quick Number 3	<input type="text"/>	<input type="checkbox"/>

Help Desk

1	Help Desk	1001
2	IT Department	1002
3	Front Desk	1003
4	Security	1004
5	Floor 7	1005
6	EBC - Building 10	1006

KEM Overview

- KEM supported on 9851, 9861, 9871.
- KEM has 20 physical line keys.
- POE support for only 1 KEM.
- Power Supply required for 2 or 3 KEMs.

	Max KEM with POE	Max KEM with Power Supply
9841	N/A	N/A
9851	1	1
9861	1	3
9871	1	3



PhoneOS

A single operating system for better experiences, streamlined management.

- A single operating system that drives features faster across the portfolio
- Unmatched management, analytics, security
- Same user experiences from meeting room to huddle space to desk.
- No device migration licenses required
 - Move from CUCM to cloud with a factory reset



Adding the 9800 Series

- CUCM 12.5* is the minimum supported version of CUCM.
- Initial Device Packs first released April 29th for CUCM 12.5/14/15.
- Integrated support in CUCM 14 SU4 and CUCM 15 SU2.

PLATFORMS SUPPORTED	CERTIFICATIONS
Cisco Webex Calling	Interoperability Tested and Certified
Cisco Unified Communications Manager	Interoperability Tested and Certified
Webex Dedicated Instance (DI)	Interoperability Tested and Certified
Broadworks	Interoperability Tested and Certified
Asterisk	Interoperability Tested and Certified

Cisco 9841
 Cisco 9851
 Cisco 9861
 Cisco 9861NR
 Cisco 9871
 Cisco 9871NR

Cisco Unified CM Administration
 For Cisco Unified Communications Solutions

Add New Phone Information

Start by selecting the type of phone you wish to add, or [click here to add a](#)

Phone Type* -- Not Selected --

Next

ⓘ *- indicat
 ⓘ ** - Crea

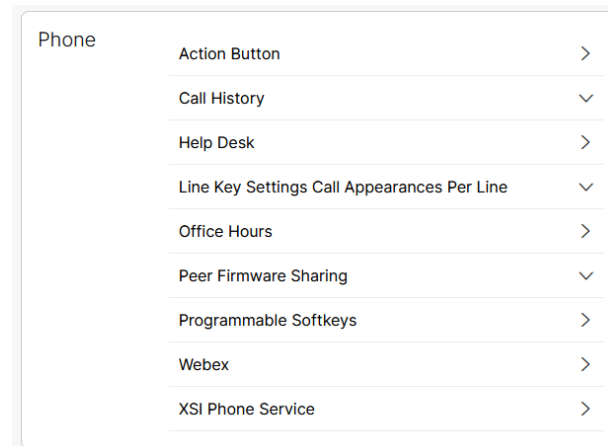
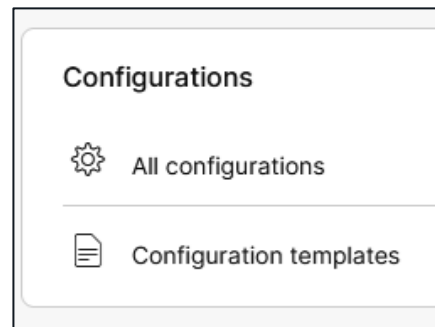
- Cisco 8851NR
- Cisco 8861
- Cisco 8865
- Cisco 8865NR
- Cisco 8875
- Cisco 8875NR
- Cisco 8941
- Cisco 8945
- Cisco 8961
- Cisco 9841
- Cisco 9851
- Cisco 9861
- Cisco 9861NR
- Cisco 9871
- Cisco 9871NR

Enhancement: “All Configurations” in Webex Calling

- Available for 9800 Series

New Control Hub device settings experience:

- Consistent and unified admin experience from RoomOS to PhoneOS
- Easier provisioning
- Easier Bulk Move/Add/Changes
- Rapid feature velocity



Noise Removal – Incoming and Outgoing

8875/9861/9871

1. Noise Removal for Microphone Audio:

Enhance the in-call experience for the remote caller to remove the background noise from the phone microphone.

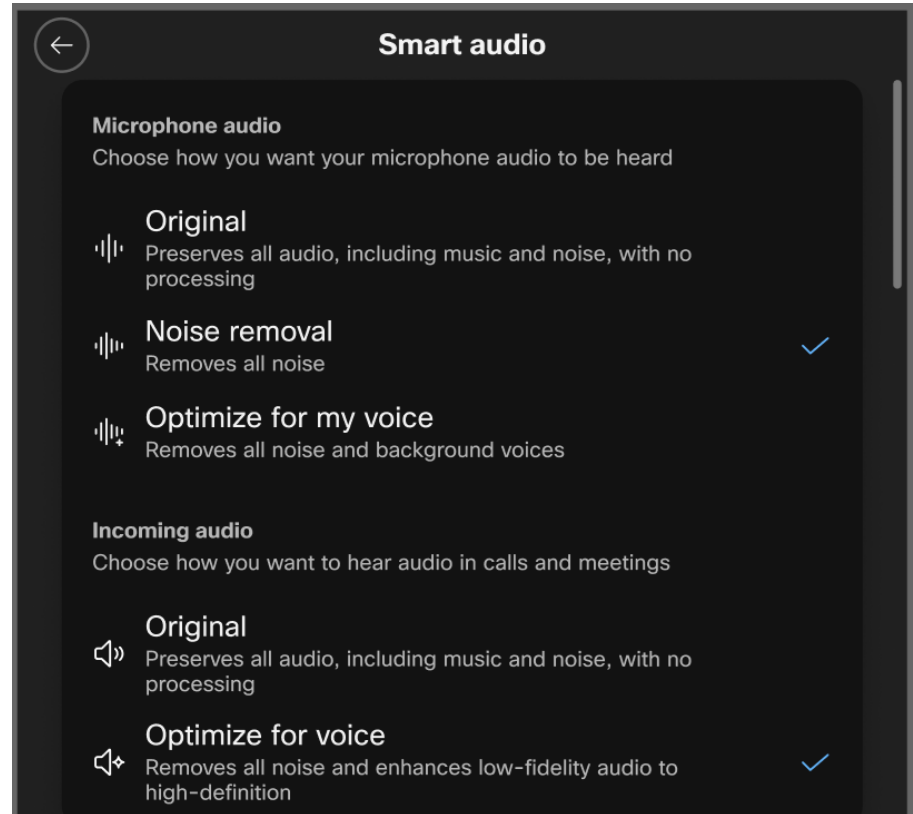
- **Noise Removal:** Removes all noise.
- **Optimize for my voice:** Removes all noise and background speech voices.

2. Enhanced Incoming audio

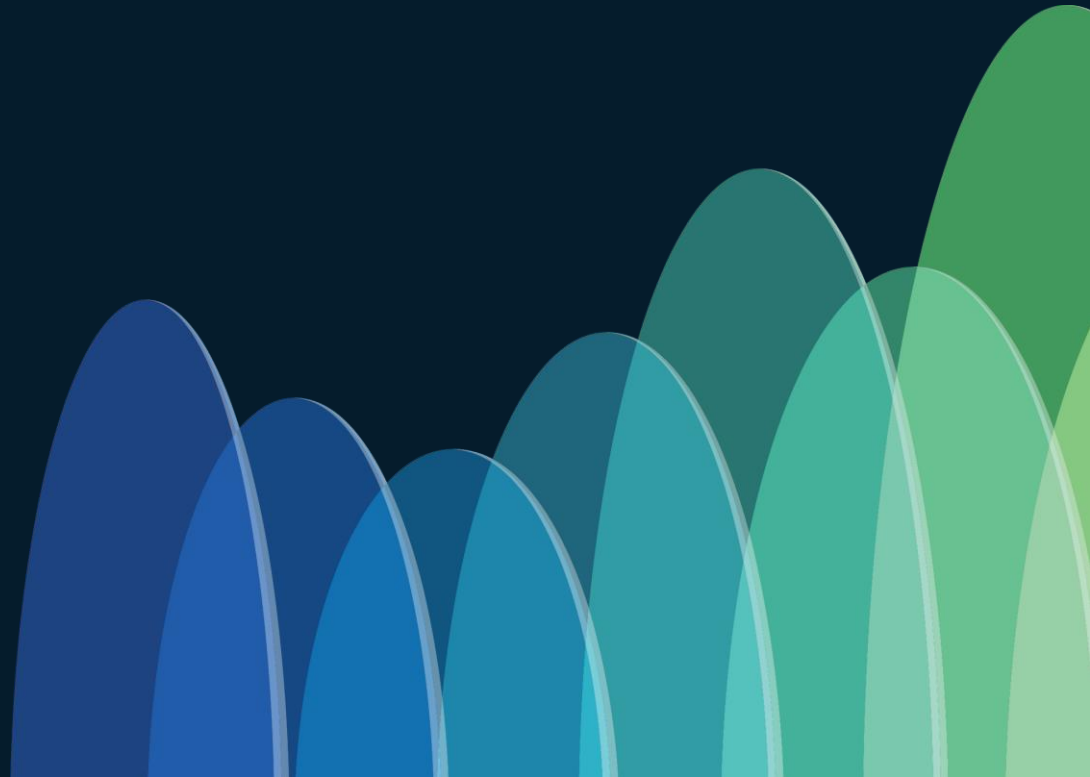
Optimize for voice:

- Enhance the in-call experience for the remote caller to remove the background noise from remote caller's side.
- Enhance the in-call experience for PSTN calls. Converts narrowband audio to wideband audio.

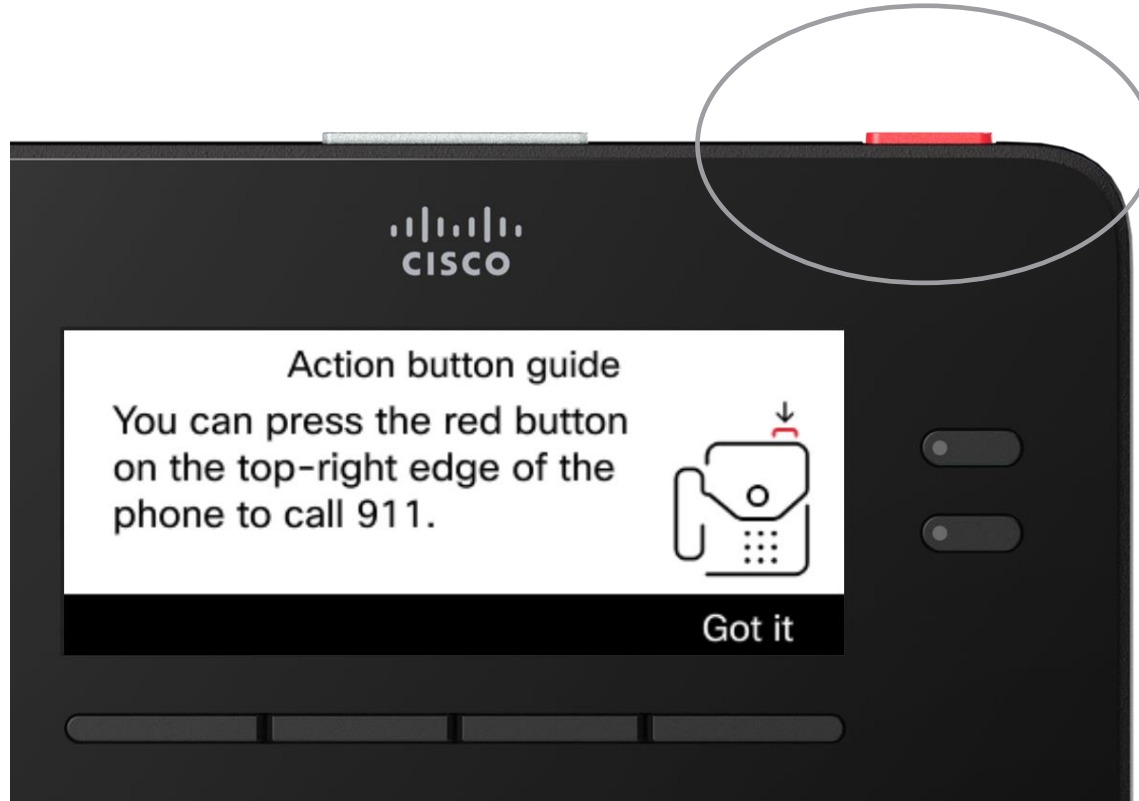
* 9841/9851 supports near side noise removal only



Action Button



Action Button – All 9800s



Action Button – default behavior

Action Button Function*	Off	<input type="checkbox"/>
Action Button Service Destination		<input type="checkbox"/>
Service Trigger*	Single Press	<input type="checkbox"/>
Dial Out Delay*	5	<input type="checkbox"/>
Silent Emergency Call*	Disabled	<input type="checkbox"/>

(!) Action button not configured

To enable this function, contact your administrator for support.

CUCM – Action Button Configuration Example

Action Button Function*	Emergency Call	<input checked="" type="checkbox"/>
Action Button Service Destination	911	<input checked="" type="checkbox"/>
Service Trigger*	Single Press	<input type="checkbox"/>
Dial Out Delay*	5	<input type="checkbox"/>
Silent Emergency Call*	Disabled	<input type="checkbox"/>

Action button guide

You can press the red button on the top-right edge of the phone to call 911.



Got it

Emergency call

Calling 911 in 5 seconds.

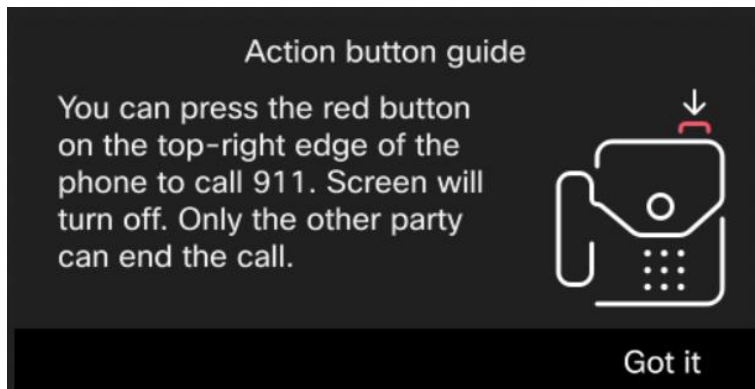
Call now

Cancel

* Service trigger can be set to Single Press, Long Press, or Press 3 times.

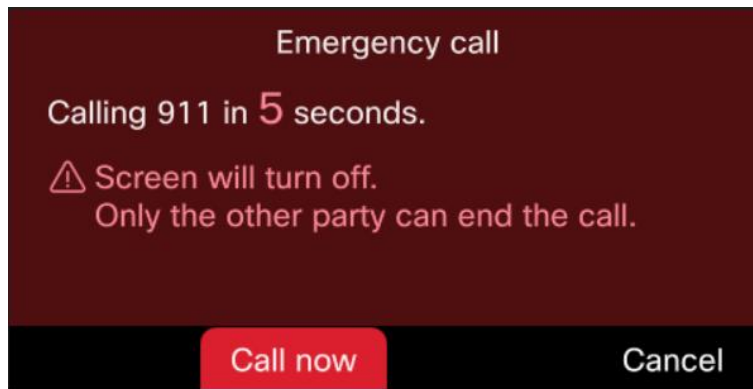
Silent Emergency Call Configuration

- This configuration allows the phone to dial a specified number and when pressed:
 - The screen goes dark.
 - No audio is heard. No dial tone. No ringtone.
 - Keypad, speaker, and mute are locked.
 - Remote party must hang up to end call.



CUCM configuration example

Action Button Service Destination	911	<input checked="" type="checkbox"/>
Service Trigger*	Single Press	<input type="checkbox"/>
Dial Out Delay*	5	<input type="checkbox"/>
Silent Emergency Call*	Enabled	<input checked="" type="checkbox"/>



Webex Calling configuration

Silent Emergency Call		Enabled
Supported device types	Configuration value	Default ⓘ
Cisco 9841	Enabled	<input checked="" type="checkbox"/> Factory ⓘ Disabled

Demonstration



Cisco Desk Phone 9800 Tutorial: Action Button

Action button: Non-Emergency Custom Label

1

Configuration value

Emergency Call

Off

Emergency Call

Custom

2

Action Button Function

Action Button Function

Emergency Call

Supported device types

Configuration value

Cisco 9871

Emergency Call

Custom Label

- Introduces the ability to customize the Action Button Service Name.
- Prior to this the only option was the label “Emergency Call”.

Action Button Service Name

Action Button Service Name

Security Department

Supported device types

Configuration value

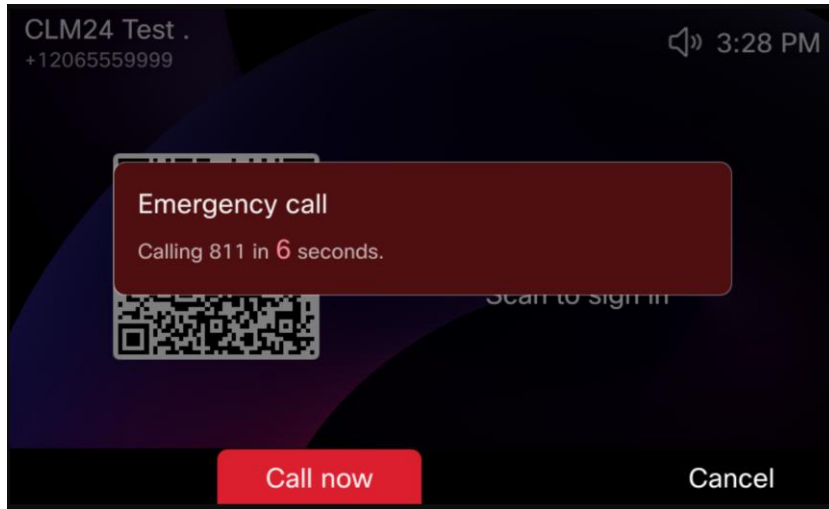
Cisco 9871

Security Department

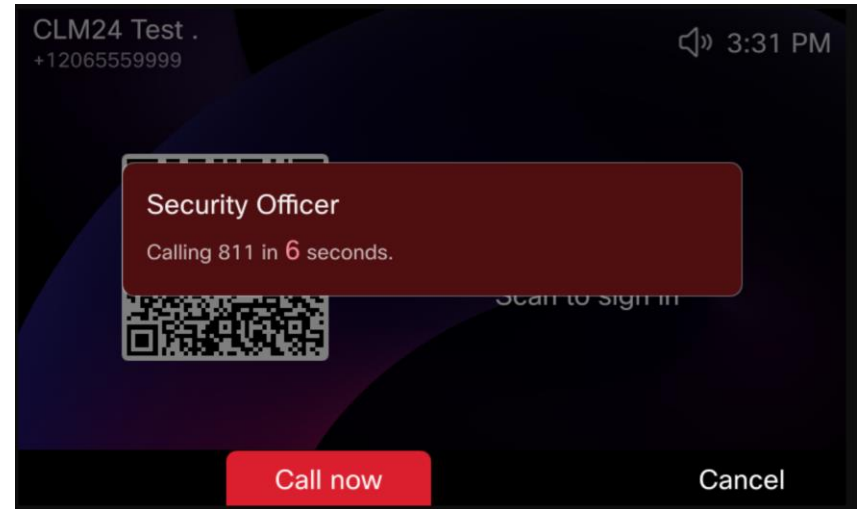
0 - 20 characters

Example: Customizing the Action Button Label

Before



After



Action button – Custom Service URL

Action Button Function

Action Button Function **Custom** ^

Supported device types	Configuration value	Default	Undo
Cisco 9871	Custom	<input checked="" type="checkbox"/> Factory Off	

Action Button Service Destination

Action Button Service Destination **http://10.0.0.10/office-map.xml** ^

Supported device types	Configuration value	Default	Undo
Cisco 9871	http://10.0.0.10/office-map.xml	<input checked="" type="checkbox"/> Factory Empty	

0 - 1024 characters

XML application support

Support for XML App

- Provides support for custom XML applications displayed on the device.
- You can link to Action Button or a line key.
- Action Button Service Dial Out Delay is **optional**.
 - If you set to zero then toast pop-up countdown timer will not display on the screen.

Note: For the Action Button Service Destination field, the & symbol must be replaced with %26 for CUCM to accept the string.

The screenshot displays three configuration sections for a Cisco 9871 device:

- Action Button Function:** Shows a configuration value of 'Custom' for the supported device type 'Cisco 9871'.
- Action Button Service Destination:** Shows a configuration value of 'http://10.0.0.10/Custom.xml' for the supported device type 'Cisco 9871'. A green arrow points to this field. The character limit is 0 - 1024 characters.
- Action Button Service Name:** Shows a configuration value of 'Custom URL' for the supported device type 'Cisco 9871'. The character limit is 0 - 20 characters.

<https://help.webex.com/en-us/article/n1trwjh/Release-Notes-for-Cisco-Desk-Phone-9800-Series>

Multicast paging with visual notifications

Support for Multicast Paging







- Introduces Multicast Paging parameters for cloud registered 9800 series.
- Provides MPP Parity.
- For visual notifications, the multicast paging script must be postpended with “xmlapp=yes;”
- Timeout=x allows for the visual notification to persist after the multicast audio stream is complete.

CISCO Live!

Device configurations Cisco 9871 • Jackson Sherman DP-9871 • Online

● Configure — ○ Review — ○ Summary

Review configurations
Review selected configurations.

Configuration	Value	Actions
Phone Multicast Paging Group Group Paging Script[1]	Empty (Default) → pggrp=224.224.123.123:33002;name=Group_1;num=800;listen=yes;pri=3;xmlapp=yes;timeout=400;	 
Phone XML Service XML Application Service Name	Empty (Default) → My Service	 
Phone XML Service XML Application Service URL	Empty (Default) → http://10.0.0.10/ImageFile.xml	 

Explanation:

`pggrp=multicast-address:port;[name=xxxx;]num=yyy;[listen={yes|no}]];`

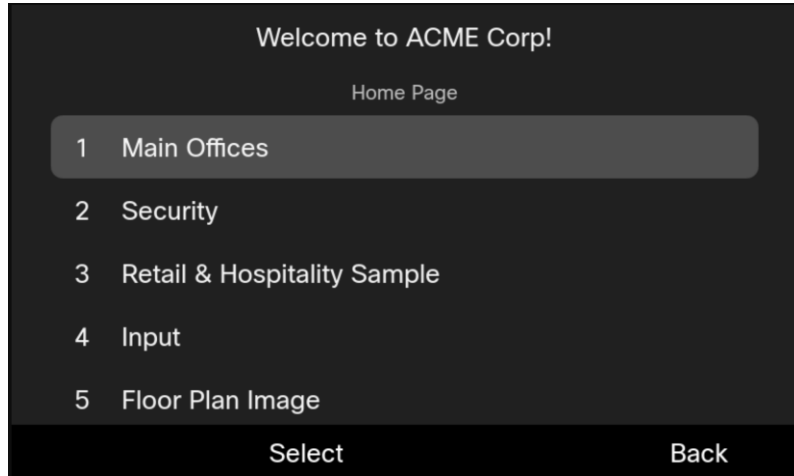
Example:

`pggrp=224.224.123.123:33002;name=Group_1;num=800;listen=yes;pri=3;xmlapp=yes;timeout=400;`

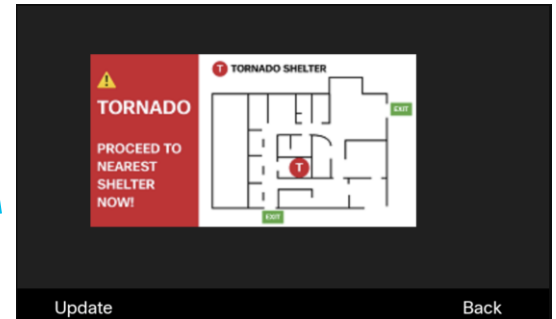
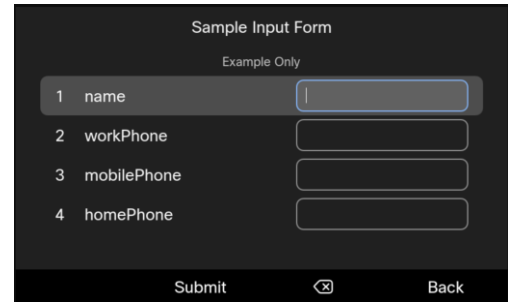
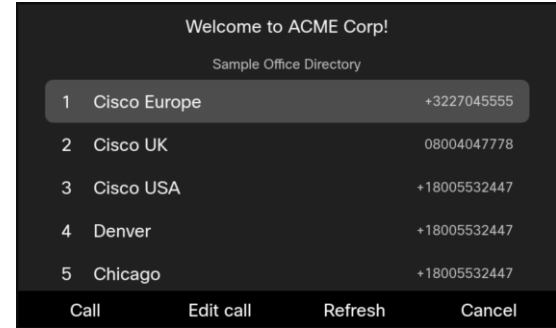
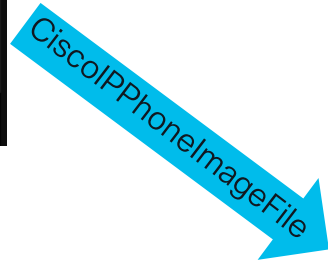
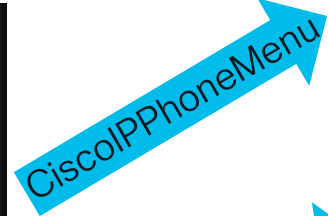
* 9800 + CUCM supports multicast in PhoneOS 3.1 or later

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/MPP/8800/english/adminguide/p881_b_8800-mpp-ag/p881_b_8800-mpp-ag-11_chapter_010010.html#task_DE37BC3A84ED819DB4DB6599F9587FE1

Example of an XML Application



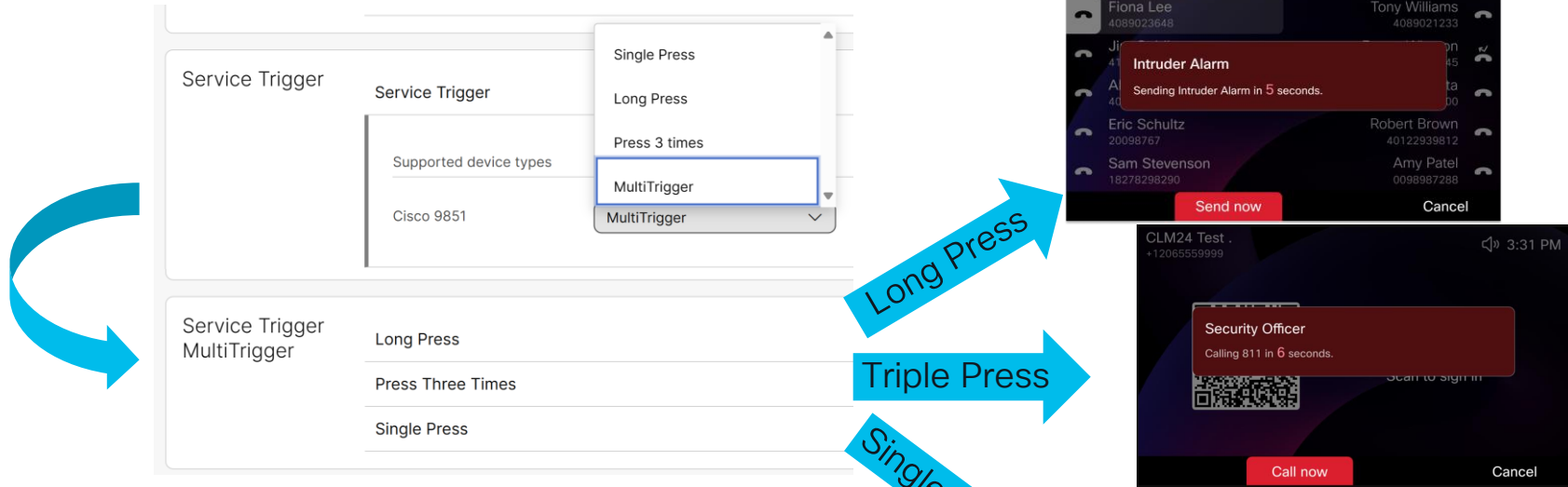
SDK



https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/all_models/xsi/9-1-1/CUIP_BK_P82B3B16_00_phones-services-application-development-notes/CUIP_BK_P82B3B16_00_phones-services-application-development-notes_chapter_011.html#cisco-desk-phone-9800-series-xml-object-support

Action Button Multi-Trigger

Trigger different actions by pressing Action Button a specific number of times.



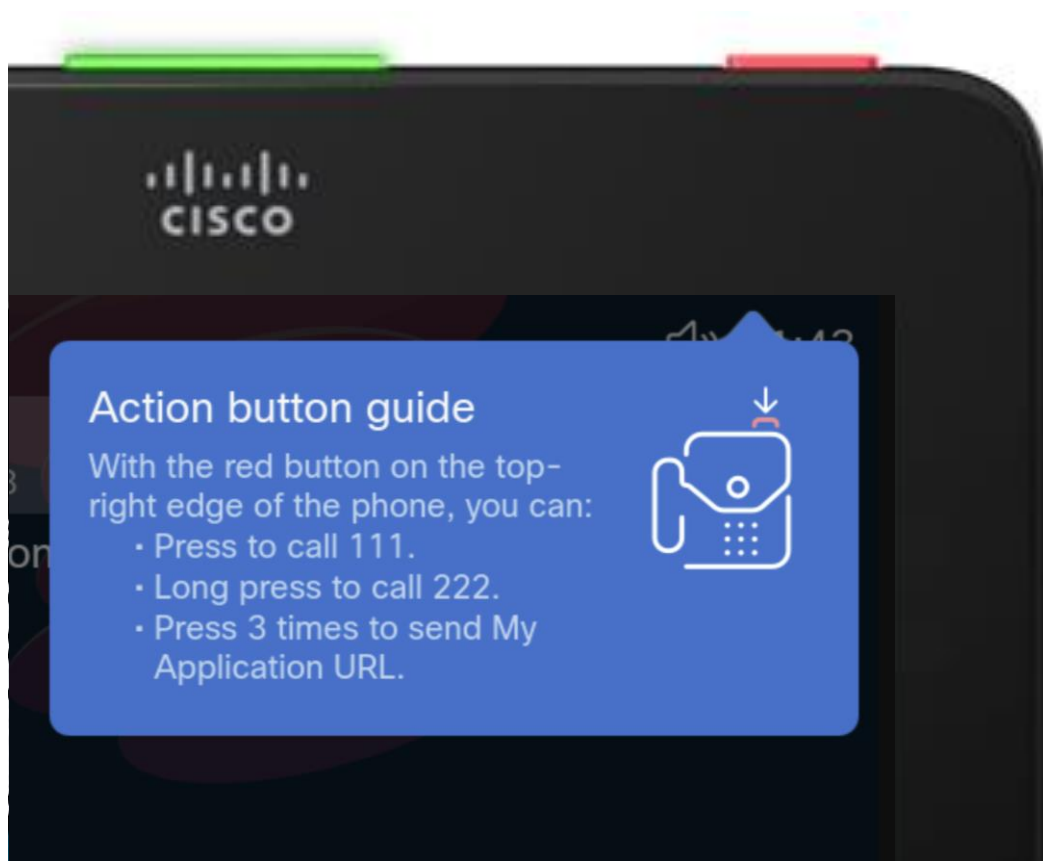
- Examples:
 - Single press for internal IT support
 - Three presses for emergency call
 - Long press for service URL

Action Button Multi-Trigger

Action Button Guide

Examples:

- Single press = Dial 111
- Long press = Dial 222
- Triple press = Service URL



Action Button Multi-Trigger

Trigger different actions by pressing Action Button a specific number of times.

In this example:

- A Single Press dials Front Desk at 111
- A Long Press dials IT Help Desk at 222
- A Triple Press dials for Emergency at 333

The 9800 is not limited to just speed dials:

- The “Custom Content Field” can be populated with a custom URL.

* Requires latest CUCM 2025 Device Pack

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Action Button Function 1*	Emergency Call	<input checked="" type="checkbox"/>
Action Button Service Name 1	Front Desk	<input checked="" type="checkbox"/>
Action Button Service Destination 1	111	<input checked="" type="checkbox"/>
Service Trigger 1*	Single Press	<input type="checkbox"/>
Dial Out Delay 1*	15	<input checked="" type="checkbox"/>
Silent Emergency Call 1*	Disabled	<input type="checkbox"/>
Custom Content Field 1		<input checked="" type="checkbox"/>
Service Secret 1		<input type="checkbox"/>
Action Button Function 2*	Emergency Call	<input checked="" type="checkbox"/>
Action Button Service Name 2	IT Help Desk	<input checked="" type="checkbox"/>
Action Button Service Destination 2	222	<input checked="" type="checkbox"/>
Service Trigger 2*	Long Press	<input type="checkbox"/>
Dial Out Delay 2*	15	<input checked="" type="checkbox"/>
Silent Emergency Call 2*	Disabled	<input type="checkbox"/>
Custom Content Field 2		<input type="checkbox"/>
Service Secret 2		<input type="checkbox"/>
Action Button Function 3*	Emergency Call	<input checked="" type="checkbox"/>
Action Button Service Name 3		<input checked="" type="checkbox"/>
Action Button Service Destination 3	333	<input checked="" type="checkbox"/>
Service Trigger 3*	Press 3 times	<input type="checkbox"/>
Dial Out Delay 3*	15	<input checked="" type="checkbox"/>
Silent Emergency Call 3*	Disabled	<input type="checkbox"/>
Custom Content Field 3		<input type="checkbox"/>
Service Secret 3		<input type="checkbox"/>

Multi-Trigger in Control Hub

- PhoneOS 3.3 triggers Control Hub to dynamically populate new Action Button parameters

New fields added:

- Custom Content Field
- Service Trigger Multi-Trigger

PhoneOS 3.2

Action Button Function	Action Button Function	▼
Action Button Service Destination	Action Button Service Destination	▼
Action Button Service Name	Action Button Service Name	▼
Dial Out Delay	Dial Out Delay	▼
Service Trigger	Service Trigger	▼
Silent Emergency Call	Silent Emergency Call	▼

PhoneOS 3.3

Action Button Function	Action Button Function	▼
Action Button Service Destination	Action Button Service Destination	▼
Action Button Service Name	Action Button Service Name	▼
Custom Content Field	Custom Content Field	▼
Dial Out Delay	Dial Out Delay	▼
Service Trigger	Service Trigger	▼
Service Trigger MultiTrigger	Long Press > Press Three Times > Single Press >	
Silent Emergency Call	Silent Emergency Call	▼

1

2

HTTP POST

- PhoneOS 3.2 introduced using HTTP GET to retrieve information from a service
- PhoneOS 3.3 introduces using HTTP POST support with custom headers & payload
- Use cases: Webex Connect, Triggering an application workflow, etc.

CUCM

Action Button Function 1*	Custom	<input checked="" type="checkbox"/>
Action Button Service Name 1	My Cisco Application	<input checked="" type="checkbox"/>
Action Button Service Destination 1	https://hooks.us.webexconnect.io/events/	<input checked="" type="checkbox"/>
Service Trigger 1*	Single Press	<input type="checkbox"/>
Dial Out Delay 1*	5	<input type="checkbox"/>
Silent Emergency Call 1*	Disabled	<input type="checkbox"/>
Custom Content Field 1	--method POST --header 'Authorization: ab-11ef-8	<input checked="" type="checkbox"/>
Service Secret 1		<input type="checkbox"/>

Set to "Custom"

Set to destination URL
Example:
https://apius.imiconnect.io/v1/sms/messages)

Enter HTTP POST information

Webex Connect

Example

Webex Calling

Action Button Function	Action Button Function
Supported device types	Configuration value
Cisco 9861	Custom

Action Button Service Destination	Action Button Service Destination
Supported device types	Configuration value
Cisco 9861	https://hooks.us.webexconnect.io/events/
	0 - 1024 characters

Custom Content Field	Custom Content Field
Supported device types	Configuration value
Cisco 9861	--method POST --header 'Content-Type'
	0 - 1024 characters

[BRKCOL-3247] Building Advanced Workspace Automations for Cisco Video Devices. On Friday 14 9AM.

Demonstration



Cisco Desk Phone 9800
PhoneOS 3.3 Tutorial:
Action Button SURL

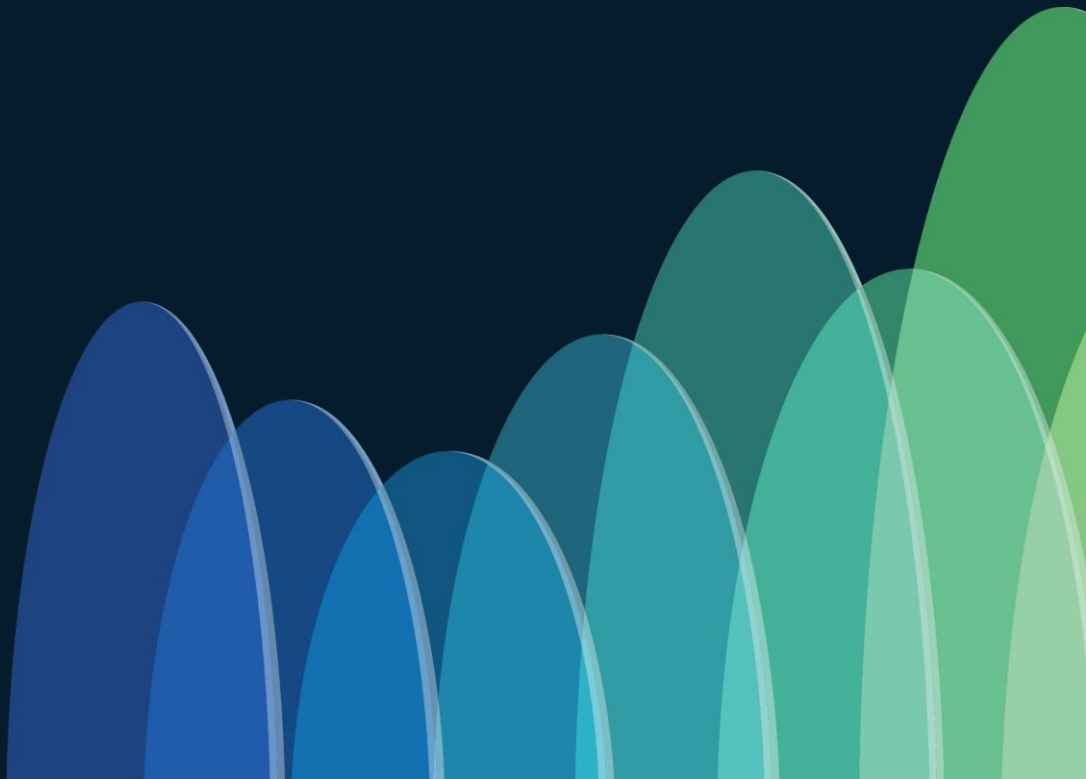
Demonstration



Cisco Desk Phone 9800
PhoneOS 3.3 Tutorial:

Action Button
Multi-Trigger

Hotdesking and Meetings



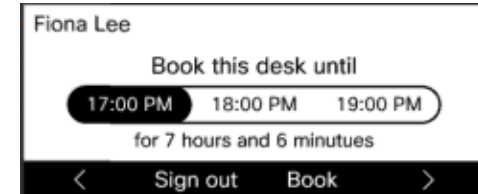
QR Code Hotdesking on the 9800 Series

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

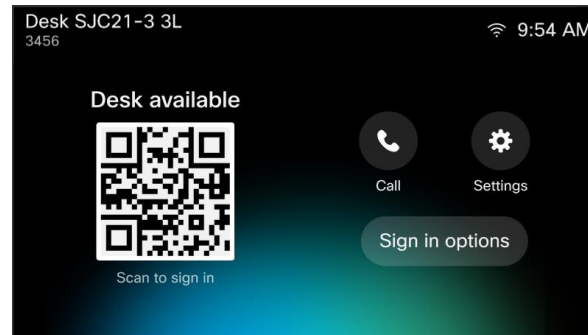
9841



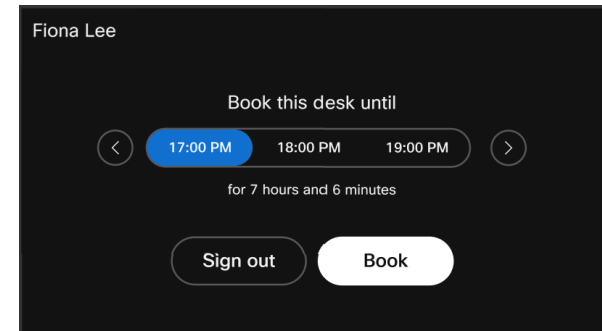
9841 - Booking



9871



9871 - Booking



QR Code Hotdesking – Admin Workflow

Add workspace

Workspace details show usage, settings, and environmental status for that physical space to help you make the use and cost of your space.

Name
What do you want to name the Workspace?
Hotdesk 1

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?
Cisco Live US 2024

Types of Workspaces
Workspaces come in different shapes and sizes, defining what types 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?

Cisco Room and Desk device
Cisco Room Kit, Bar, Board or Desk series

Cisco Desk Phone
Cisco Desk Phone 9800 series

Cisco phone, ATA, or 3rd party device
e.g. Cisco 8845, 8865, 8800 and Analog Telephone Adapter ports

Previous Add device later

Add workspace

Select the device model and activation method.

Select device
Cisco 9871

How would you like to setup this device?
 By Activation Code
 By MAC Address

Enter MAC address

Can't find a MAC address on a device? [Locate MAC address](#)

Previous Next

Add workspace

Which services are needed in this Workspace?

Calling
 Cisco Webex Calling
Calling features with additional PSTN service provided through Webex.

Scheduling
 None
No scheduling service.
 Calendar
Calendar service enables One Button To Push for this Workspace.
 Hot Desking
Enable hot desking to allow users to sign in and book any shared Webex Desk device with their Webex identity.

Previous Next

Add workspace

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 workspace.

Location *
Demonstration location

Workspace	Phone Number *	Extension *	Calling Plan
Hotdesk 1	None		

Previous Save

Improved and Faster Hot Desking

- Significantly speeds up sign-in process
- Improves end user experience
- No additional configuration required



Hot Desk improvements

Hot Desk Web App login:

New sign in method: Scan QR code and login using a web browser (Webex App not required)

- Webex App does not need to be installed on mobile device
- After scanning QR code user is redirected to a web page
- User proceeds with booking once credentials are verified



Available Also for MPP and RoomOS!

CISCO *Live!*

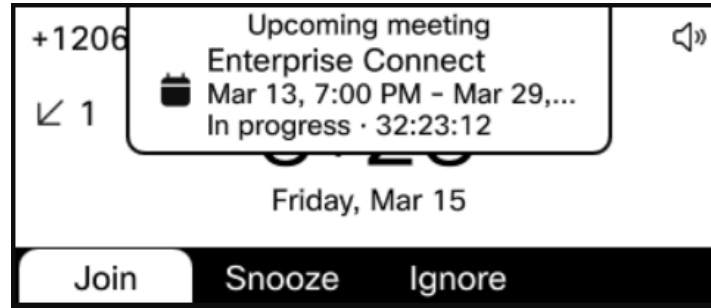
Hot Desk Only Mode:

- Allows the 9800 series to be deployed license-free in a hot desk environment
- Services included with "hot desk only" workspaces
 - Hot Desking Host service
 - Emergency Calling

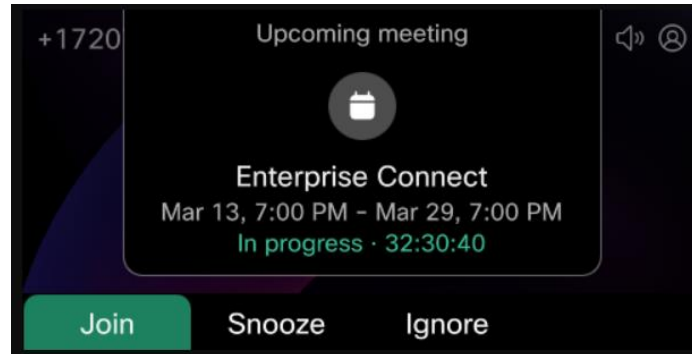


Intuitive One Button to Push Meetings

9841



9851



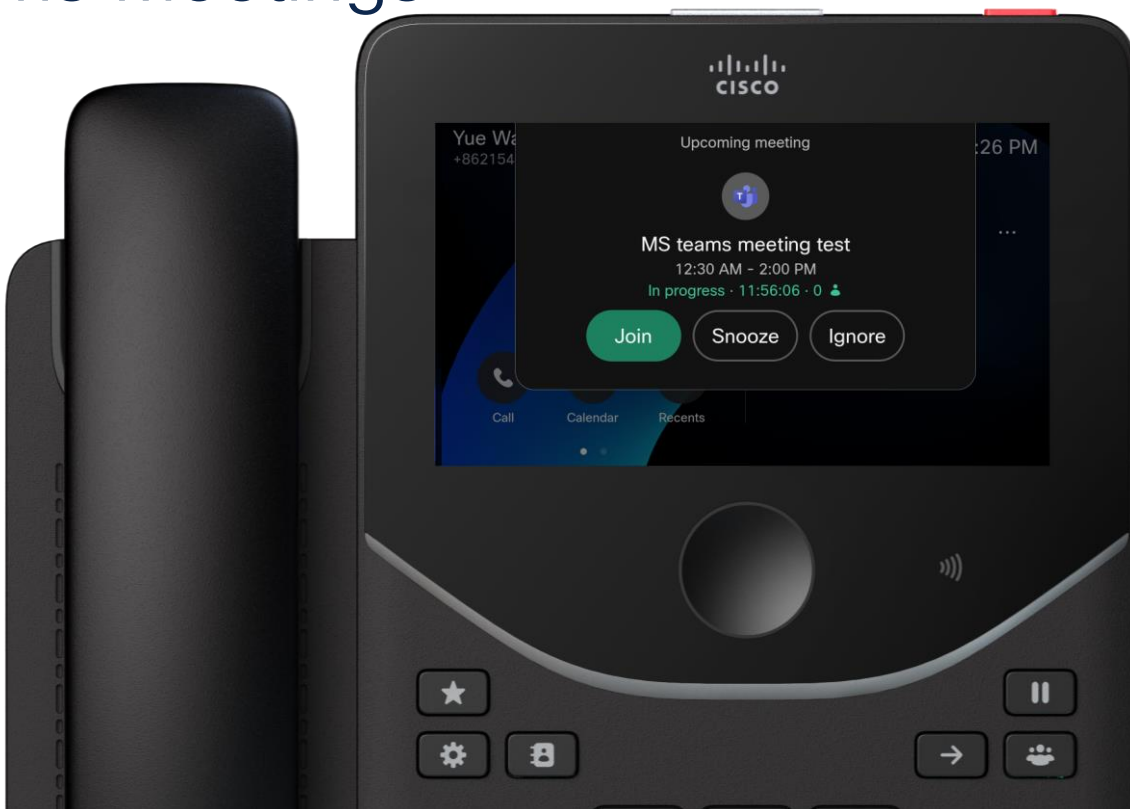
- Appears on Home Screen 5 minutes before the meeting join time
- Press Join to enter meeting
- Press Snooze for the meeting invite to disappear for 5 minutes
- Press Ignore to permanently dismiss

- 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

OBTP for MS Teams Meetings

From PhoneOS 3.3, 9800 and 8875 on Webex Calling can see the meeting invitation for MS Teams & Webex and join with OBTP.

*For WxC phones, the device retrieves information from the Hybrid Calendar. To ensure the meeting is visible on the phone or joinable, the meeting invitation must be scheduled with the VIMT [CVI] service. Pricing is being finalized.



Demonstration

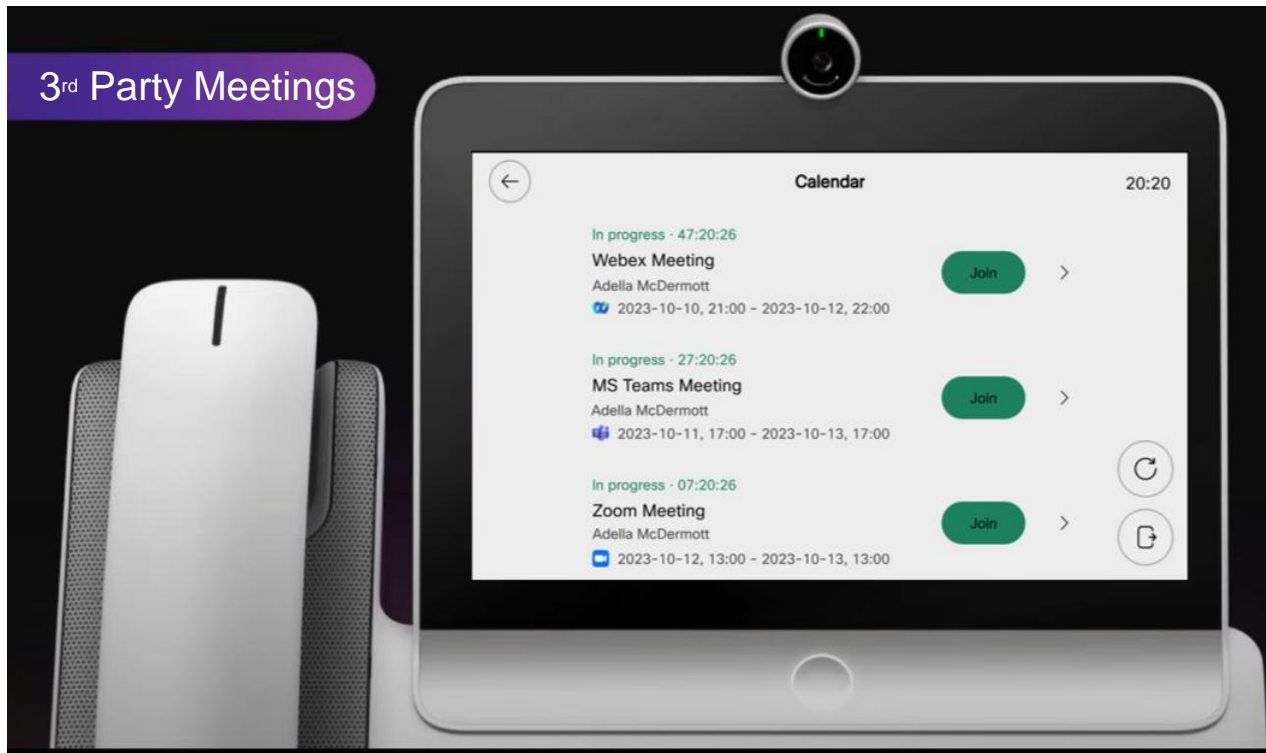


Cisco Desk Phone 9800
PhoneOS 3.3 Tutorial:

Webex Calling with
Microsoft Teams
Meetings

8875/9800 OBTP

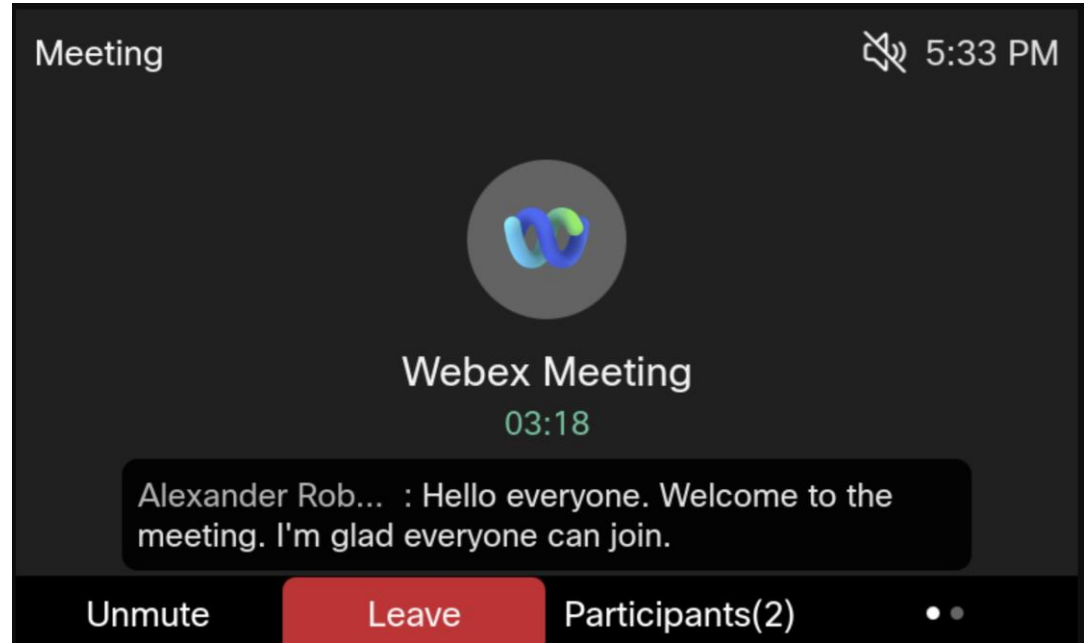
- PhoneOS registered to CUCM or Webex Dedicated Instance now has the option retrieve calendars via Microsoft O365
- PhoneOS can recognize the SIP URI for meetings and present a green join button
- Supported meetings may include Webex, Microsoft Teams*, and Zoom*
- For more information, contact your Cisco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



- MS Teams requires the meeting host to have a VIMT [CVI] license. Pricing is being finalized.
- Zoom meetings require host to have a Zoom CRC license or Zoom SIP integration enabled.

In-meeting Transcription and Translation

- Leverages the Webex caption capability in the cloud to the phone
- Now it is possible to show the transcription on the phone screens
- Multiple languages are supported*
- Same experience as the Webex App



* <https://help.webex.com/en-us/article/6aoom1/Use-closed-captions-in-Webex-meetings>

Demonstration



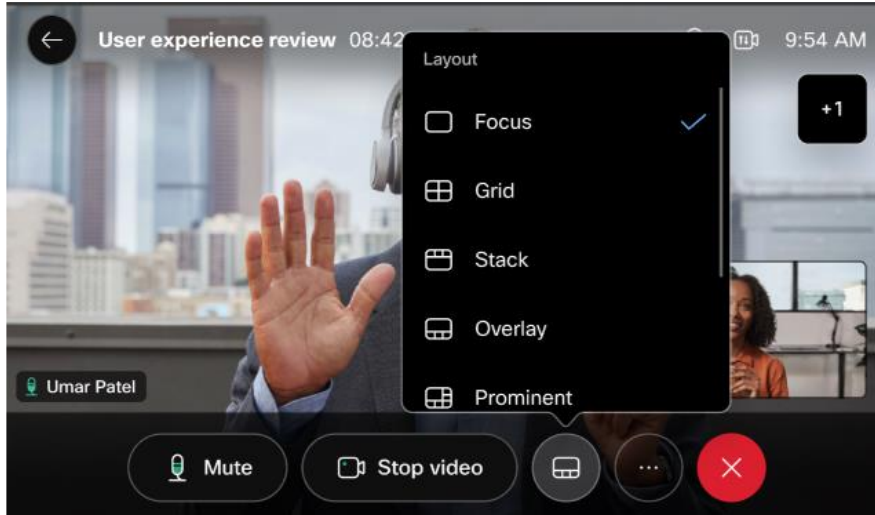
Cisco Desk Phone 9800
PhoneOS 3.3 Tutorial:

Webex In-Meeting
Transcription and
Translation

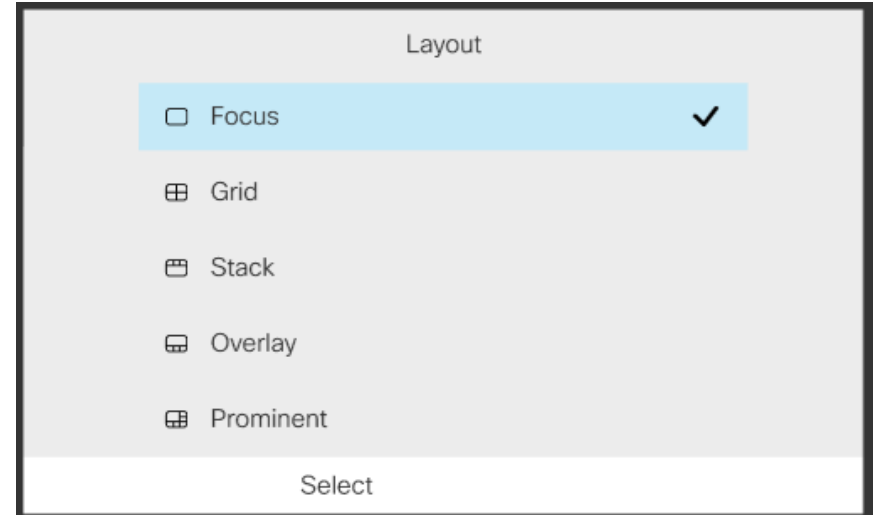
Video Layouts

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

8875



8845/8865

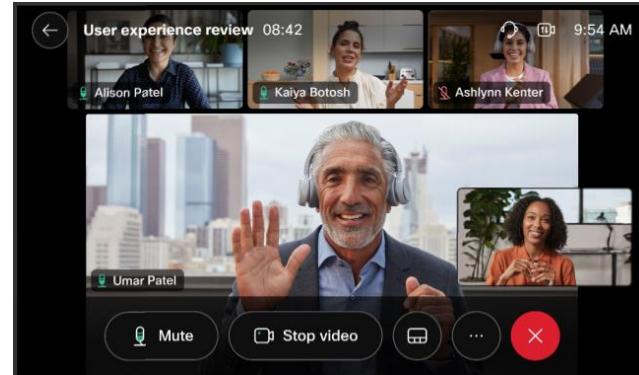


Video Layouts

Grid



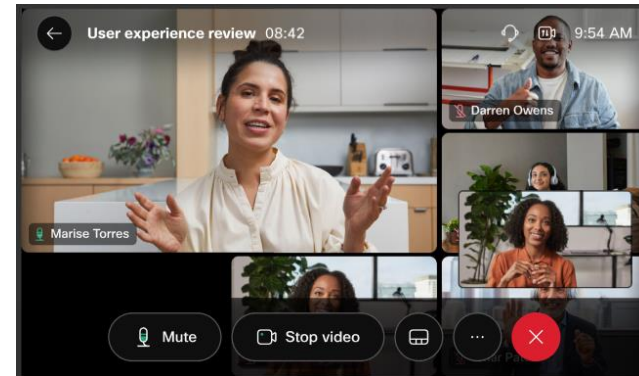
Stack



Overlay



Prominent



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

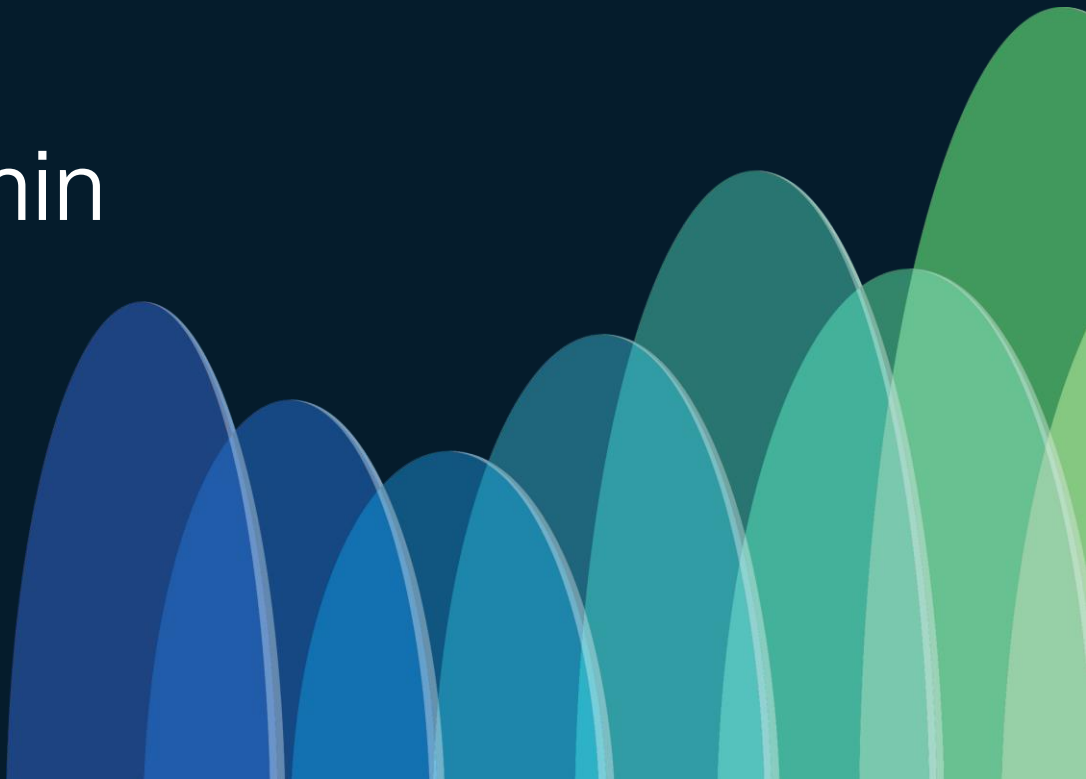
Double Tap



Pinch & Zoom



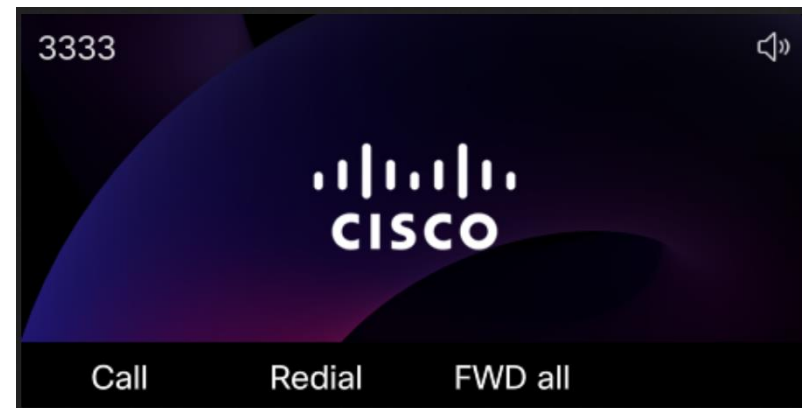
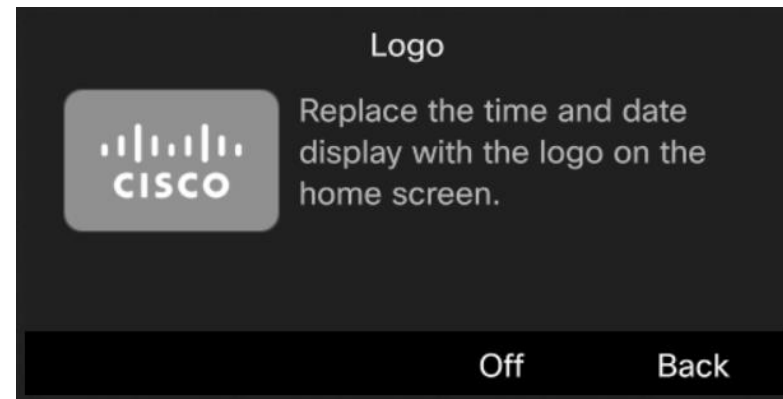
New User & Admin Experience



9851/61/71 Custom Wallpaper & Logo

- Logo is new in PhoneOS and **not** the same as wallpaper!
- Logo and custom wallpaper are mutually exclusive. They use different source PNGs.
- A List.xml file is required on CUCM.
- The admin can remotely push the logo and custom wallpaper.

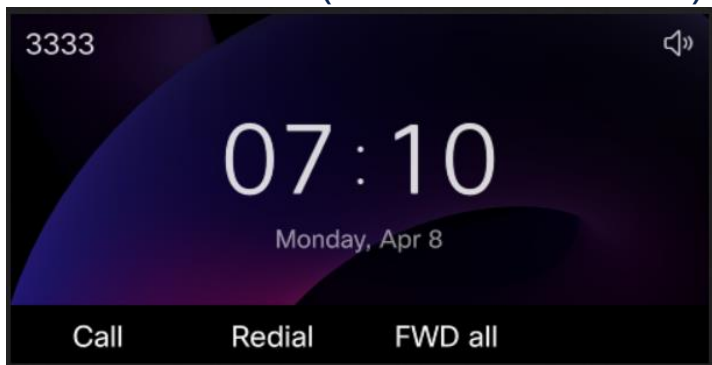
Dimension	Wallpaper	Logo
9841	N/A	N/A
9851	480x240	190x125
9861	800x480	380x250
9871	1280x720	494x325



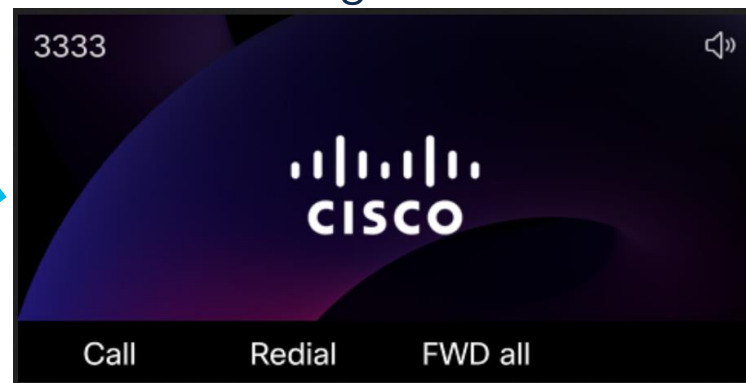
9851/61/71 Custom Logo Configuration

- Upload List.xml into CUCM TFTP folder Desktop/DP-9851 or Desktop/DP-9861 or Desktop/DP-9871
- Upload custom logo must be in PNG format. Transparent logo recommended!

Clock View (Default on 9851)



Custom Logo on 9851



Note:

- Logo can be 100% custom. Cisco logo shown is just an example.
- The 9800 differs from other Cisco phones in that the path substitutes the Product ID instead of the resolution in List.xml. For example, "DP-9851".
- Custom logo only supported on 9851 and 9861 with no PLKs configured beyond line 1

```
<CiscolPPhoneImageList version="1.0">
<ImageItem Name="logo"
Image="TFTP:Desktops/DP-9851/logo.png"/>
</CiscolPPhoneImageList>
```

9851/9861/9871 Custom Wallpaper & Logo

Upload List.xml into CUCM TFTP folder Desktop/DP-9851 or Desktop/DP-9861 or Desktop/DP-9871

Root element

CiscoIPPhoneImageList

Each image item

Name: Label displayed on the phone.

Image: Image path.

Thumbnail: Image path.

Theme: dark or light.

Note: The 9800 differs from other Cisco phones in that the path substitutes the Product ID instead of the resolution in List.xml. For example, "DP-9851".

<CiscoIPPhoneImageList version="1.0">

```
<ImageItem Name="9851"
Image="TFTP:Desktops/DP-9851/wallpaper-9851.png"
Thumbnail="TFTP:Desktops/DP-9851/thumbnail-9851.png"
Theme = "dark" />

<ImageItem Name="9851b"
Image="TFTP:Desktops/DP-9851/wallpaper-9851b.png"
Thumbnail="TFTP:Desktops/DP-9851/thumbnail-9851b.png"
Theme = "dark" />

<ImageItem Name="logo"
Image="TFTP:Desktops/DP-9851/logo.png"/>

</CiscoIPPhoneImageList>
```

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.

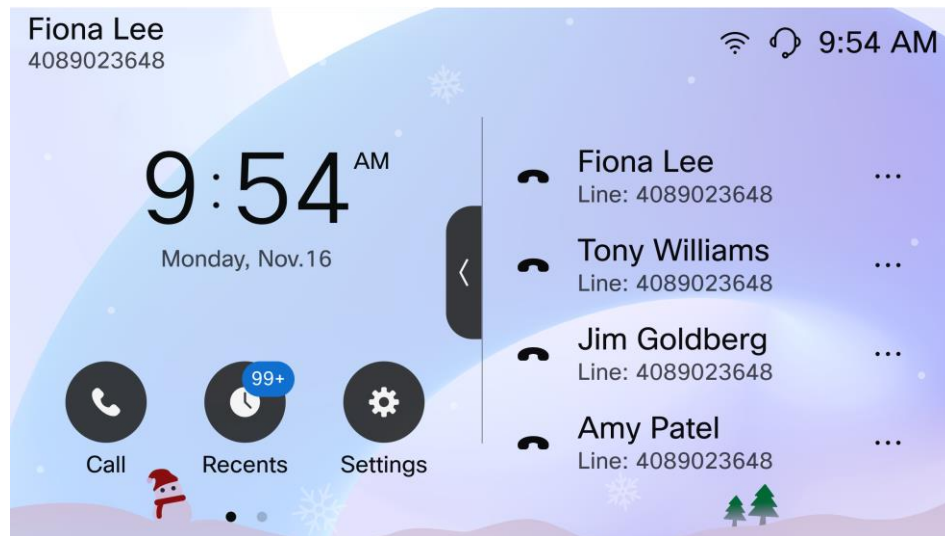
For KEM custom wallpaper, place the PNG in the directory Desktops/480x800x24 and file name must be identical to the phone wallpaper name.

PhoneOS Wallpaper & Logo Tutorial
<https://www.youtube.com/watch?v=khFcmaH0Fns>

Custom Wallpaper and Logo for 9800 and KEM

- Apply a custom wallpaper and logo for phones and KEM through Webex Calling
- Supports up to 20 custom wallpapers for 8875, 9861, 9871
- Supports up to 10 custom wallpapers for 9851
- Supports the ability for admin to push the custom wallpaper to main display

Note: This is already supported on-premises with CUCM with PhoneOS 3.1 firmware



Custom Wallpaper and Logo for 9800 (Continued)

- Host multiple custom wallpapers (and one logo) on your own web server. Sizes:
 - Wallpaper: 1024x600(8875), 1280x720(9871), 800x480(9861), 480x240(9851)
 - Thumbnail: 180x100(8875), 228x128(9871), 150x90(9861), 100x50(9851)
 - Kem wallpaper: 480x800.
- Wallpapers and thumbnails should be in **same folder**
- Wallpapers and thumbnails must be **named same** with required **prefix**.
- Admin can optionally bulk push by setting Appearance to CustWallpaper[n]
- Custom Wallpaper Download URL example below:

Custom Wallpaper

Custom Wallpaper Download URL[1]

Supported device types	Configuration value
Cisco 9871	light-winter-9871.png;theme=light

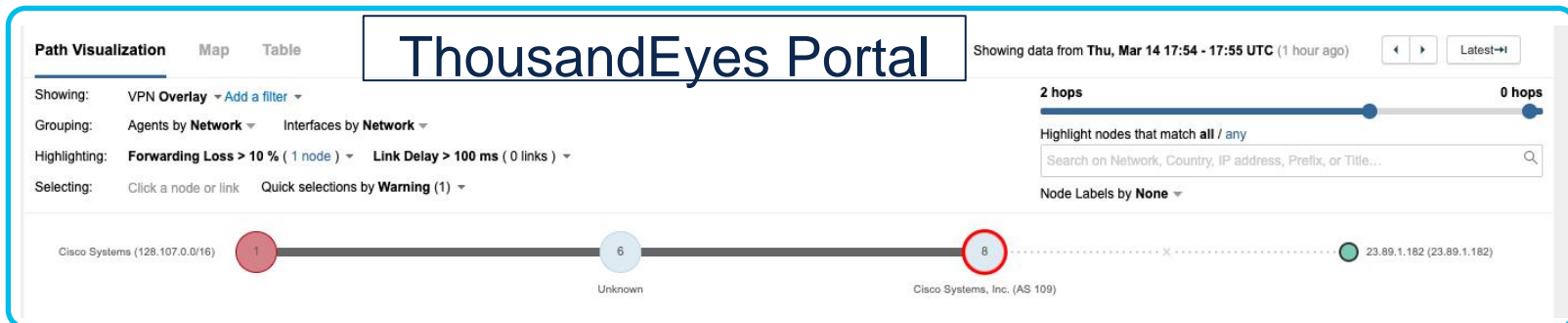
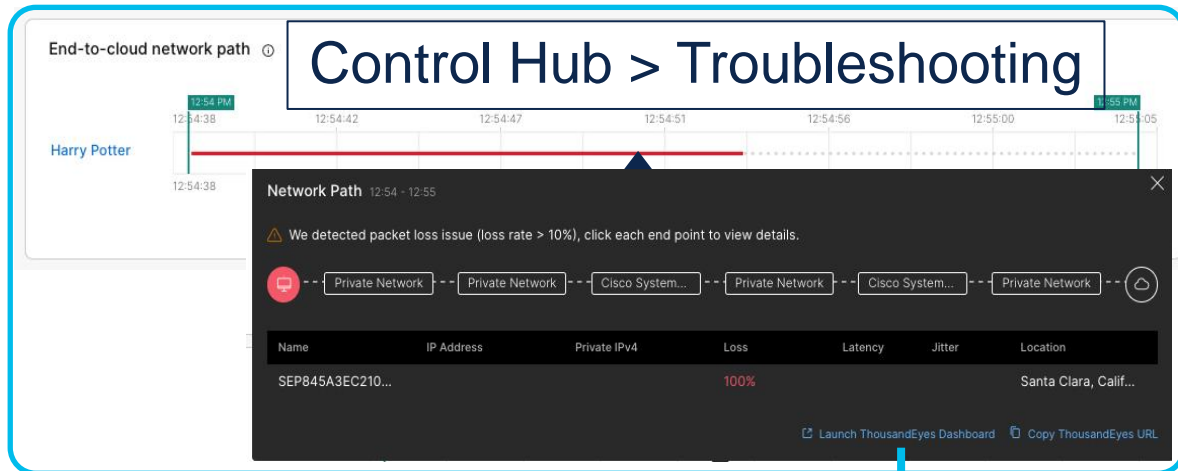
0 - 255 characters

serv=http://your-server/**folder-name**/;image=**wallpaper-bluelight-winter-9871.png**;thumbnail=**thumbnail-bluelight-winter-9871.png**;theme=light;

Thousand Eyes Integration

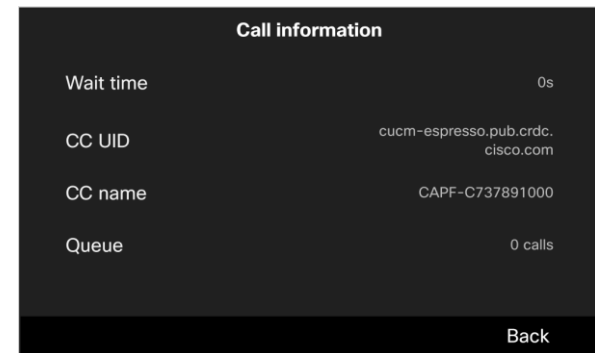
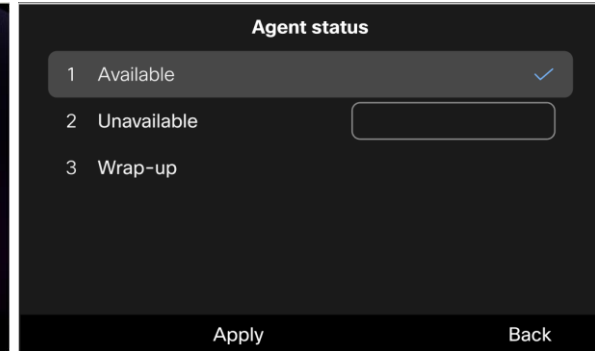
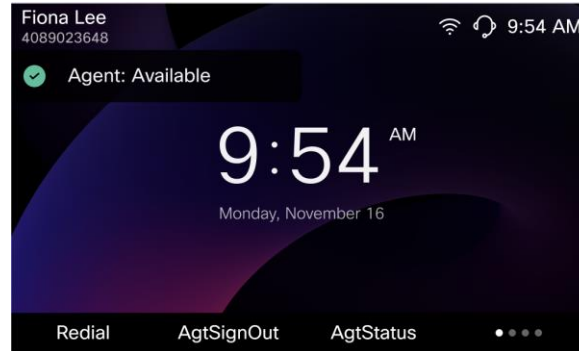
Troubleshoot faster with hop-by-hop network path provided by ThousandEyes.

- CUCM & WxC: 9861 & 9871



ACD Login (Webex Calling)

- Enable 9800 for CX Essentials Contact Center use case
- Provide parity with MPP
- Add the Automatic Call Distribution (ACD) feature on the 9800 series so that agent can perform key queuing features directly from the phone
- Supported on all models: 9841, 9851, 9861 and 9871



Time of Day Routing

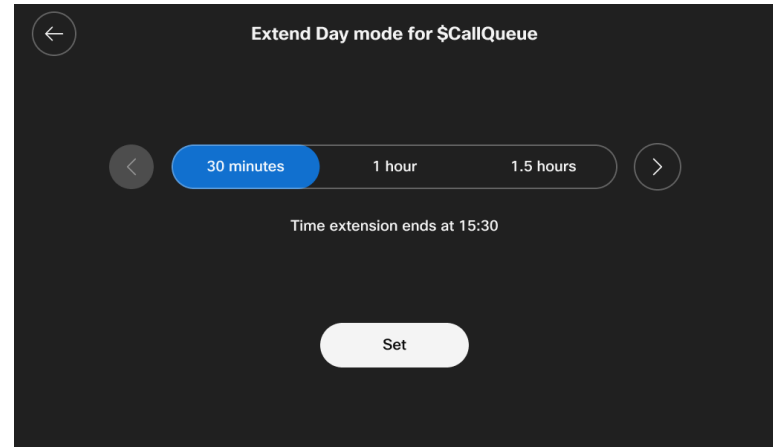
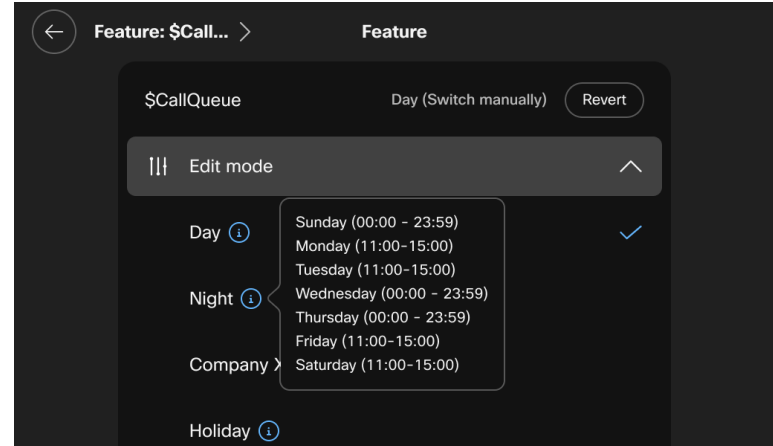
Operating Modes

- Ability to change the call routing schedule on the phone itself
- Easy to manage for quick updates of schedule
- Parity with MPP



<https://help.webex.com/en-us/article/fozeml/Call-routing-based-on-operating-modes-in-Webex-Calling>

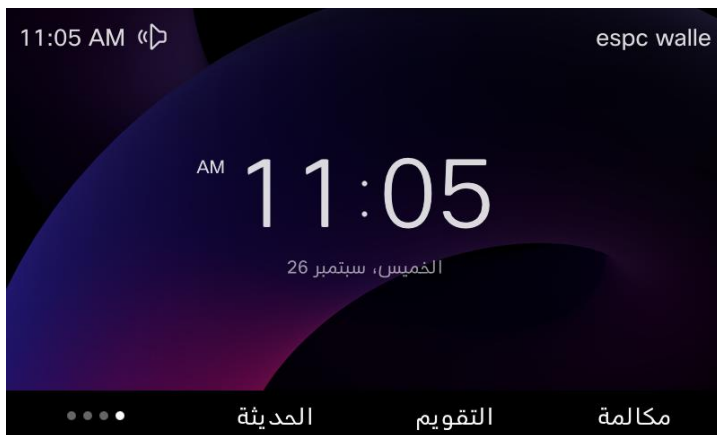
CISCO Live!



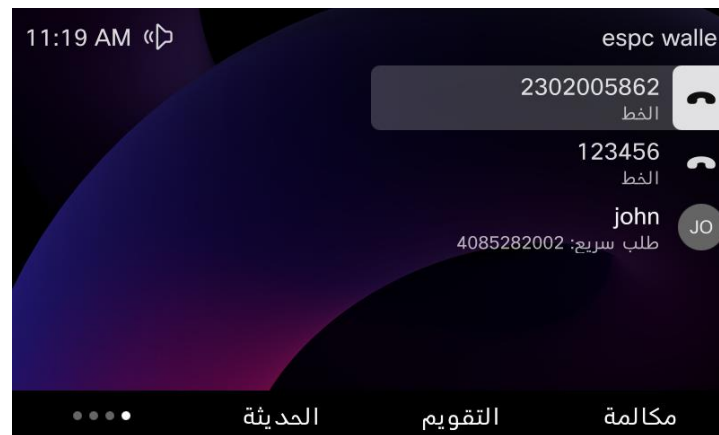
RTL (Right to Left) Language Support

- Right to Left Language Support
 - Arabic
 - Hebrew

Single line



Multi line



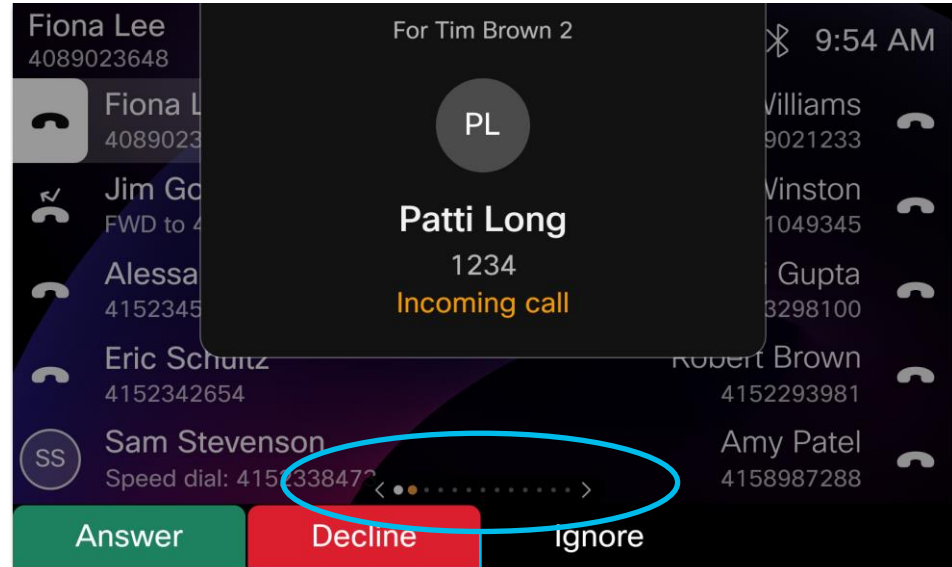
Line Key Pagination

Support up to maximum number of keys allowed currently including KEM

Allows User configurable PLK on any page

9851:
Maximum 46 lines
Maximum 8 pages

9861:
Maximum 130 lines
Maximum 13 pages



Navigate using by pressing the “Left” or “Right” arrow keys pad on the Navigation Cluster

NFC Provisioning – Near Field Communication

Scan* the phone NFC tag with an external NFC device or a custom mobile app and provision in seconds.

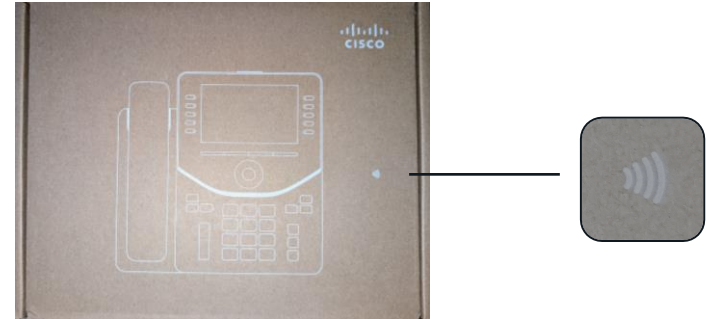
Available in the box today:

- Read Model, MAC, SN, Cert
- Zero Touch Provisioning
- Inventory

With PhoneOS 3.3:

- Cloud Activation code
- Deployment Mode: Cloud Preferred
- Deployment mode: CUCM

* Capability requires to use 3rd party app or write your own custom mobile app.



https://help.webex.com/en-us/article/xbxqb3/Register-Cisco-Desk-Phone-9800-Series#reference-template_152b8965-0f51-4158-a70e-65ba5768d1fc

Demonstration



Cisco Desk Phone 9800
PhoneOS 3.3 Tutorial:

NFC

Security and Sustainability



Desk Phone 9800 Series Security

9800 Security Technical Paper
<http://cs.co/9800-security>



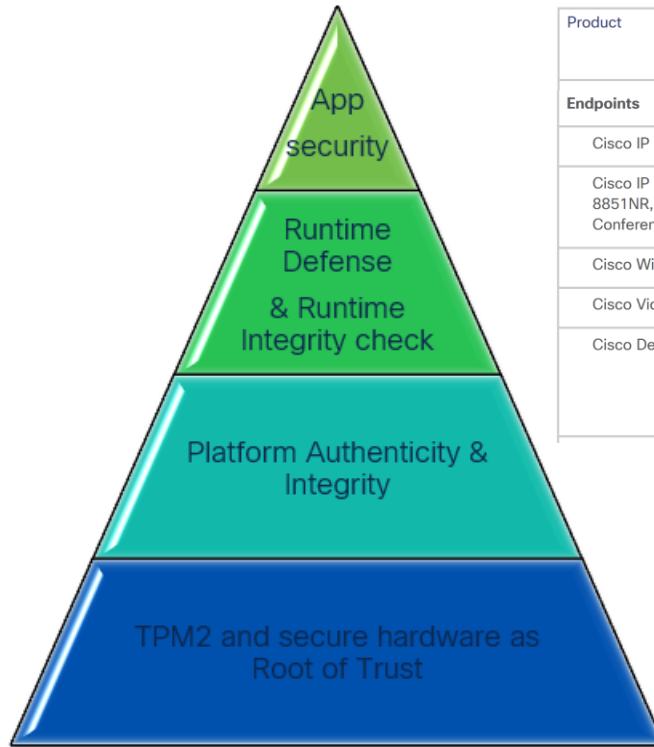
- Desk Phone 9800 has a layered approach to security.
- The hardware is designed to provide Root-of-Trust that serves as foundation upon which the security of the system is built.
- PhoneOS with TPM 2.0 module supports Secure Unique Device Identifier (SUDI), platform authenticity & integrity validation.

9800 Security At-a-Glance

Industry **FIRST** IP Phone with **TPM 2.0** HW solution & **TLS 1.3**

TPM 2.0 helps mitigate:

- Hardware tampering
- Hardware spoofing
- Counterfeit hardware
- Unsecure data storage
- Unsecure communication
- Secure Boot
- TPM used with TLS 1.3



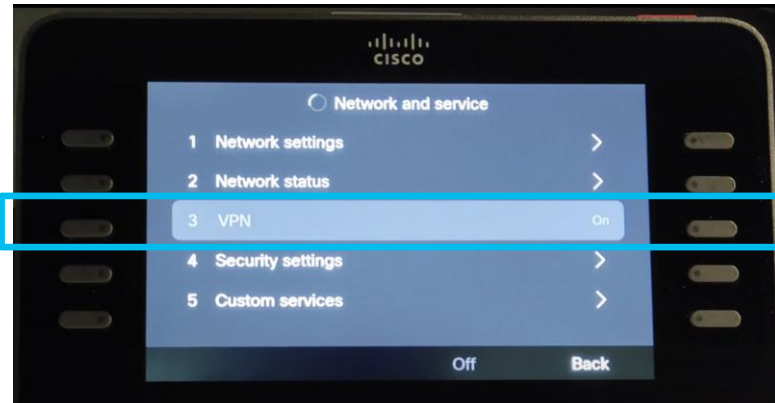
Product	The minimum recommended version that supports TLS 1.3 ¹	The minimum recommended version that can set the TLS minimum version
Endpoints		
Cisco IP Phone 7800 Series		
Cisco IP Phone 8811, 8841, 8845, 8851, 8851NR, 8861, 8865, 8865NR, Cisco IP Conference Phone 8832		
Cisco Wireless IP Phone 8821, 8821-EX		
Cisco Video Phone 8875	PhoneOS 3.2	PhoneOS 3.2
Cisco Desk Phone 9800 Series	PhoneOS 3.1	PhoneOS 3.1

[TLS 1.3 Compatibility Matrix for Cisco Collaboration Products - Cisco](#)

VPN and Cisco IP Manager Assistant (IPMA)

VPN

- Adds support for VPN client when 9800 registers to CUCM
- Same functionally as the VPN client 8800 series
- VPN is an alternative to Expressway MRA



IPMA

- Cisco IP Manager Assistant
- Boss/Admin support
- Very popular with 7900 and 8800 phones
- Now available in 9800
- Proxy line and shared line support

Custom Device Certificate

- 9800 + 3.2 Firmware (Cloud Mode)
- 7800/8800 12.0.7 (MPP)

- Custom Device Certificate is a way to achieve LSC/CAPF on UCM level of security in MPP mode
- Option to install CDC either manually OR using SCEP protocol
- Zero touch way to install CDC using DHCP Option 43
- Support for ethernet and Wi-Fi
- Device will use CDC only for 802.1x authentication, enabling device to connect to cloud services
- Only RSA 2048 certs

802.1x authentication using
Custom Device Certificate



77

- 9800 + 3.2 Firmware (Cloud Mode)
- 7800/8800 12.0.7 (MPP)

Manual upload or SCEP

- You can install a Custom Device Certificate (CDC) by using one of the following methods:
- Manual installation by uploading the certificate from phone web page. The certificate typically contains a private key and password associated with it.
- Auto installation by a Simple Certificate Enrollment Protocol (SCEP) server. You can configure the SCEP parameters by using one of the following methods:
 - Phone web page
 - XML provisioning
 - DHCP option 43
- The certificate can be installed for the wired and wireless network with 802.1x authentication.

The screenshot shows the 'Certificate' tab in the phone's web interface. At the top, there are two tabs: 'Directory' and 'Certificate'. Below the tabs, there is a section for adding a certificate. It includes a 'Select file (.p12 or .pfx) to upload:' label with a 'Browse...' button and the text 'No file selected.'. Below this is an 'Add Certificate:' label, followed by an 'Extract password:' label and an empty text input field. An 'Upload' button is positioned below the password field. Further down, there is a 'Server:' label and an empty text input field. Below that is a 'Challenge Password:' label and an empty text input field. At the bottom, there is a label 'Custom Device Certificate 1:' followed by 'Delete' and 'View' buttons.

<https://help.webex.com/en-us/article/n1trwjh/Release-Notes-for-Cisco-Desk-Phone-9800-Series>

Control Hub Diagnostics and Alerts

Support diagnostic events in Control Hub

Part of existing Alert Center framework

Sample diagnostic events:

- Phone not registered
- Failed to apply the config
- Failed to update the firmware
- Limited service in SRST mode
- Packet loss detected during the call

Devices

Cisco 8865

Issues • Phones • Device platform: 8865

Actions

HLM01-4-84831707-HD

Overview History

Details

Webex services Deployment FCH2310EKRW Serial number

Issues & Information

⚠ SIP registered, Webex services not connected

Overview Alerts center

MONITORING

Analytics Troubleshooting Reports

MANAGEMENT

Users Groups

Devices

Templates XOD Devices Settings New Software Resources

Search: Status= Issues Type= Phones 269 devices

Filter by: Online (0) Expired (0) Offline (0) Issues (269)

Select one or more devices for bulk actions

Type	Product	Status
<input type="checkbox"/> Phones	Cisco 8865	Issues
<input type="checkbox"/> Phones	Cisco 8865	Issues

<https://help.webex.com/en-us/article/n1trwjh/Release-Notes-for-Cisco-Desk-Phone-9800-Series>

Control Hub Analytics Reports

- Provide insights to admins about overall phone usage within their organization
- Generate detailed usage reports for the 8875 and 9800 series desk phones
- Create custom report templates

The screenshot displays the Webex Control Hub interface. On the left is a navigation sidebar with sections for MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Security, Organization settings), and SERVICES (Messaging, Meetings, Calling, Contact Center, Connected UC, UCM Cloud, Customer Name). The main content area is titled 'Reports' and includes tabs for Templates, Report list, and Scheduled jobs. A search bar is present above a list of report templates: Meetings, Messaging, Calling, Onboarding, Webinars, and Customer Experience. Below this is a 'Device' section with an 'Usage' table:

Usage	License
Rooms and Desks Detail	Provides information about which devices a
VIMT Usage Report	Provides details about calls where Webex C
Device Power Consumption...	Provides details of the energy consumption
Desk Phones Detail	Provides information about which desk pho

A 'Desk Phones Detail' modal window is open on the right, showing a 'Generate report' button and a 'Customize template' button. The modal contains a 'Description' section and a 'Key metrics' section with the following data:

Key metrics	
Device ID	Hot desking
Device type	Favorite button
Assigned to	Contacts
Tags	Call logs
IP Address	
Mac Address	
Serial Number	
Software Version	
Latest Known Status	
First Seen	
Last Seen	
Delete Date	
Calls made	
Meetings joined	
Calls minutes	
Meetings minutes	
Action button	

<https://help.webex.com/en-us/article/n1trwjh/Release-Notes-for-Cisco-Desk-Phone-9800-Series>

Office Hours for 9800

- Replaces old “Days Display Not Active”.
- Integrates with the new Deep Sleep configuration.

CUCM (Old)

The screenshot shows the old CUCM configuration interface for Office Hours. It is crossed out with a large red 'X'. The interface includes the following fields:

- Days Display Not Active: A dropdown menu with options Sunday, Monday, and Tuesday, and a checkbox.
- Display On Time: A text input field with the value 07:30 and a checkbox.
- Display On Duration: A text input field with the value 10:30 and a checkbox.
- Display Idle Timeout: A text input field with the value 01:00 and a checkbox.
- Display On When Incoming Call*: A dropdown menu with the value Enabled and a checkbox.

CUCM (New)

The screenshot shows the new CUCM configuration interface for Office Hours. It includes the following fields:

- Enable Office Hours: A checked checkbox and a checkbox.
- Work Days: A dropdown menu with options Sunday, Monday, and Tuesday, and a checkbox.
- Working Hours Start: A text input field with the value 07:00 and a checkbox.
- Working Hours End: A text input field with the value 19:00 and a checkbox.
- Display Off Idle Timeout*: A text input field with the value 5 and a checkbox.

CUCM and Webex Calling

- Completely new in Webex Calling.
- Turn backlight off outside office hours.

Webex Calling (New)

The screenshot shows the new Webex Calling configuration interface for Office Hours. It includes the following fields:

- Enabled: A dropdown menu with the value Enabled and a dropdown arrow.
- Outside Office Hours: A dropdown menu with the value Deep Sleep and a right arrow.
- Display Off Idle Timeout: A dropdown menu with the value Display Off Idle Timeout and a dropdown arrow.
- Work Days: A dropdown menu with the value Work Days and a dropdown arrow.
- Working Hours: A dropdown menu with the value End and a dropdown arrow.
- Start: A dropdown menu with the value Start and a dropdown arrow.

Office Hours for 8800 MPP

- Administrators can specify the days and hours to keep the phone display on.
- The phone will still be in service and is able to make and receive phone calls.
- Office hours feature is disabled by default and needs to be turned on by the admin.
- Available on 8800 series desk phones and 8832 conference phone

Office Hours			
Office Hours Enabled:	<input type="text" value="True"/>	Work Days:	<input type="text" value="Monday Tuesday Wednesd"/>
Working Hours Start:	<input type="text" value="07:00"/>	Working Hours End:	<input type="text" value="18:00"/>
Outside Office Hours Display Off			
LED Indicator In Display Off Mode:	<input type="text" value="Disabled"/>	Idle Timeout (mins):	<input type="text" value="5"/>

Disable LED Indicator in Display Off Mode

This removes the Front Arc LED illuminated pulse when backlight is off.

Use cases:

- Hospitality
- Boats
- Home office
- Environments requiring darkness



CISCO Live!

CUCM

<input checked="" type="checkbox"/> Enable Office Hours		<input type="checkbox"/>
Work Days	Sunday Monday Tuesday	<input type="checkbox"/>
Working Hours Start	07:00	<input type="checkbox"/>
Working Hours End	19:00	<input type="checkbox"/>
Display Off Idle Timeout*	5	<input type="checkbox"/>
LED Indicator In Display Off Mode*	Disabled	<input checked="" type="checkbox"/>
Deep Sleep*	Disabled	<input type="checkbox"/>

Webex Calling

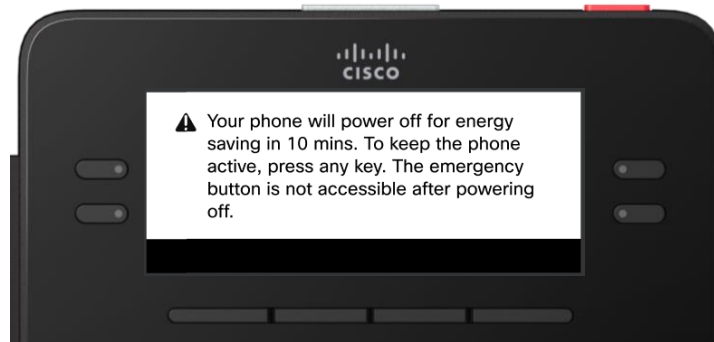
LED Indicator In Display Off Mode	LED Indicator In Display Off Mode	Default
Supported device types	Configuration value	Default
Cisco 9861	Disabled	Factory Enabled

Deep Sleep for 9800

- Works with any network switch.
- Powers down to less than 1 Watt.
- Leverages 'Office Hours' configuration.
- End user wakes by pressing illuminated navigation button.

CUCM

<input checked="" type="checkbox"/> Enable Office Hours		<input type="checkbox"/>
Work Days	Sunday Monday Tuesday	<input type="checkbox"/>
Working Hours Start	07:00	<input type="checkbox"/>
Working Hours End	19:00	<input type="checkbox"/>
Display Off Idle Timeout*	5	<input type="checkbox"/>
Deep Sleep*	Disabled	<input type="checkbox"/>
Enter Deep Sleep After Working Hour End*	60	<input type="checkbox"/>
Wakeup From Deep Sleep Before Working Hour Start*	60	<input type="checkbox"/>
Deep Sleep Idle Timeout*	30	<input type="checkbox"/>
<input type="checkbox"/> Enable Deep Sleep Audible Alert		<input type="checkbox"/>



Webex Calling



* Phones in Deep Sleep will appear in Webex Calling as being in Deep Sleep mode.

** Phone cannot place or receive calls while in Deep Sleep

Deep Sleep & Power over Ethernet

CDP Power Budget Reservation - Max Power Requested via CDP

Desk Phone 9841
(IEEE Class 2)



Desk Phone 9851
(IEEE Class 3)



Desk Phone 9861
(IEEE Class 3)

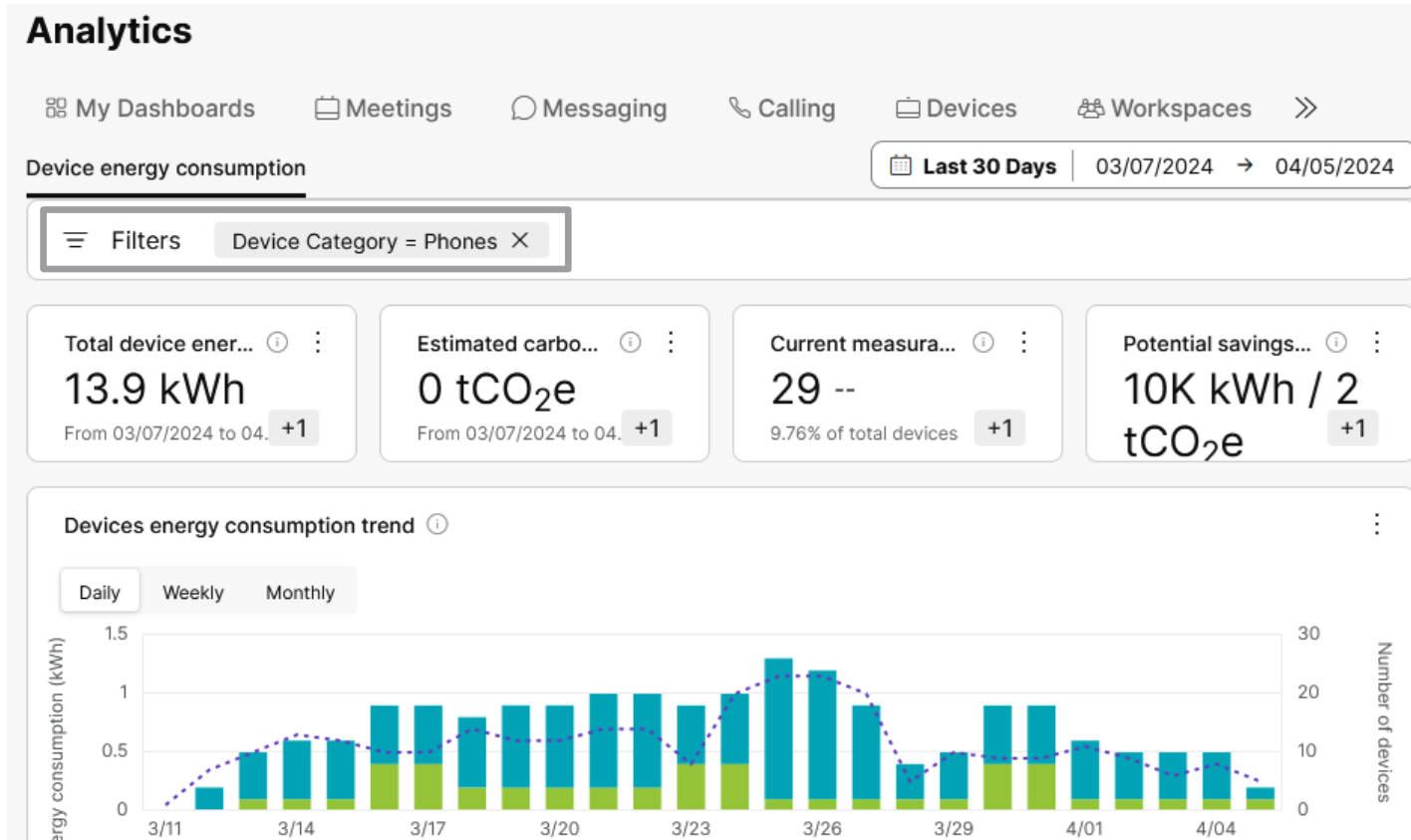


Desk Phone 9871
(IEEE Class 3)

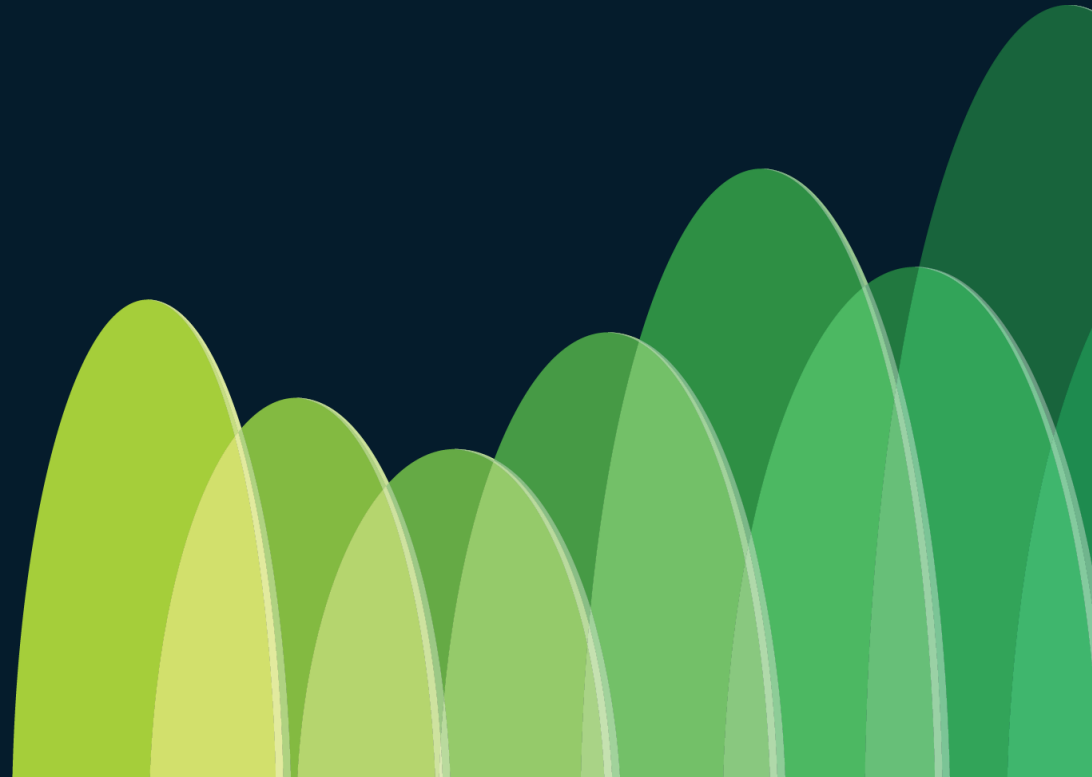


CDP	6.6 Watts	12.5 Watts	13.1 Watts	13.1 Watts
Idle	2.00w	2.73w	4.18w	3.93w
Display off	1.95w	2.69w	3.26w	3.16
Deep Sleep	.61w	.69w	.79w	.8w

Carbon Emissions Insights for 9800 Series



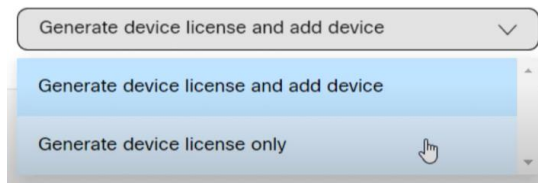
Phone Migration



MPP 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

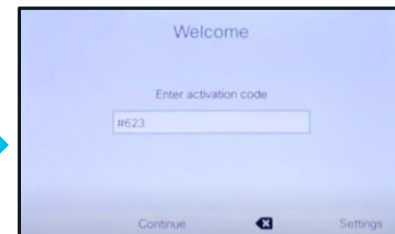
3. Use “Add device” UI wizard to generate license

- 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 →

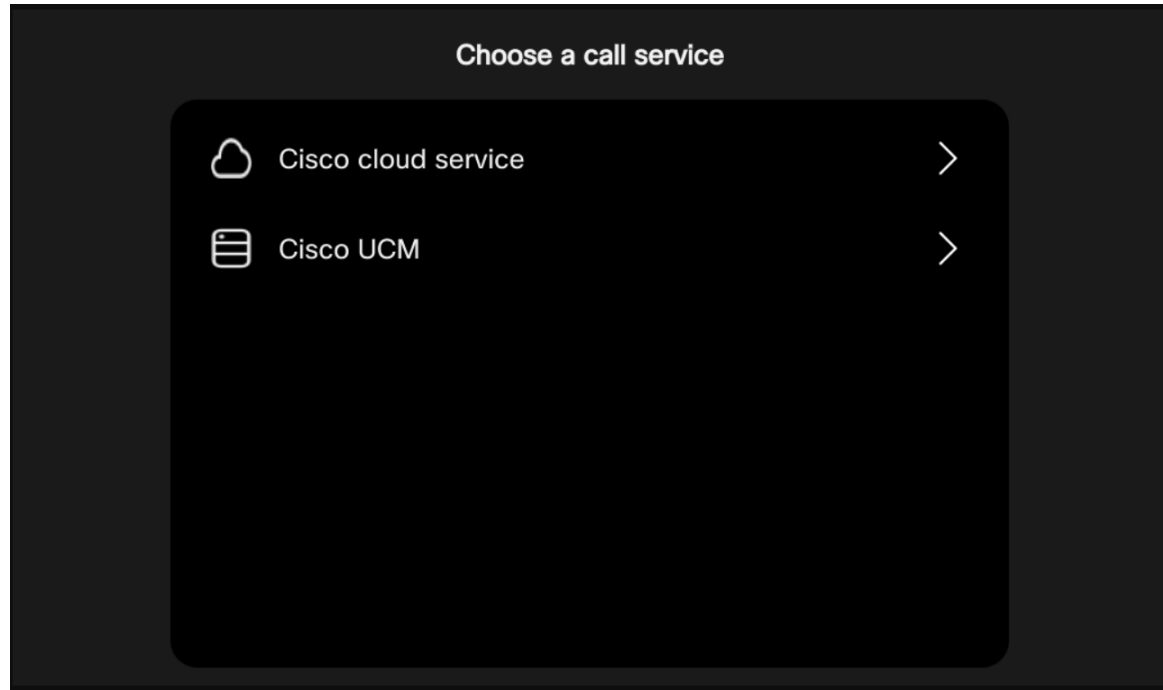


5. Activation codes for migrated phones

- 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.

Simplified Provisioning Out of the Box (8875/9800)

- PhoneOS can register to CUCM or the cloud after a factory reset.
- An initial setup screen may appear if the phone detects CUCM using DHCP Option 150.
- The setup screen is bypassed if the phone is already provisioned in the Cisco cloud.



Video <https://www.youtube.com/watch?v=Ej5gC4xOqkA>

Phone Migration Service (non-IVR)

CUCM 12.5 SU3, CUCM 14, CUCM 15

- How it works:
- Phone Migration Service is always available and cannot be started/stopped.
- Auto-registration **MUST** be disabled.
- DHCP Option must advertise the IP address of the CUCM to the phone.
- Self Provisioning IVR service is NOT used, but its authentication settings is used.
- End user can replace their own phone.
- Admin can replace on behalf of end user.
- PIN enabled by default but can be disabled.



Demo => https://www.youtube.com/watch?v=A_Cila92cNQ

Phone Migration Service (non-IVR) CUCM 12.5 SU3, CUCM 14, CUCM 15

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


- End user can replace their phone with user PIN
- Admin can replace for end user with admin PIN
- Admin can select no authentication (no PIN)

No Authentication Required


In this mode, authentication is disabled during device self-provisioning. The administrator or end user can enter a user ID or self-provisioning ID into an endpoint and the endpoint will associate to the users account. This mode is not recommended for day-to-day operation.


Allow End User PIN (default)

Self-Provisioning

 Save

Status

 Status: Self-Provisioning IVR service is turned off.

 Status: Auto-Registration feature is turned off.

Authentication Mode


Require Authentication

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


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


Allow End User PIN and Admin PIN

Self-Provisioning

 Save

Status

 Status: Self-Provisioning IVR service is turned off.

 Status: Auto-Registration feature is turned off.

Authentication Mode

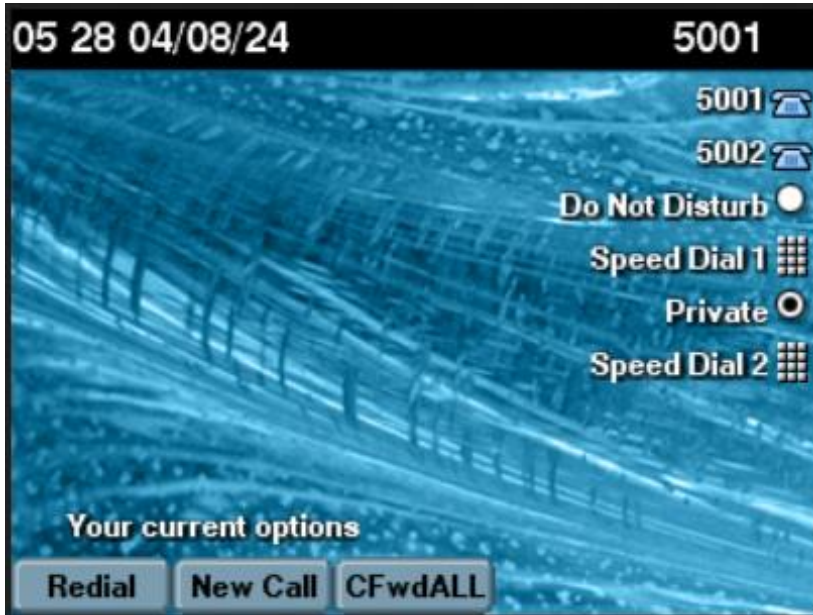
Require Authentication

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

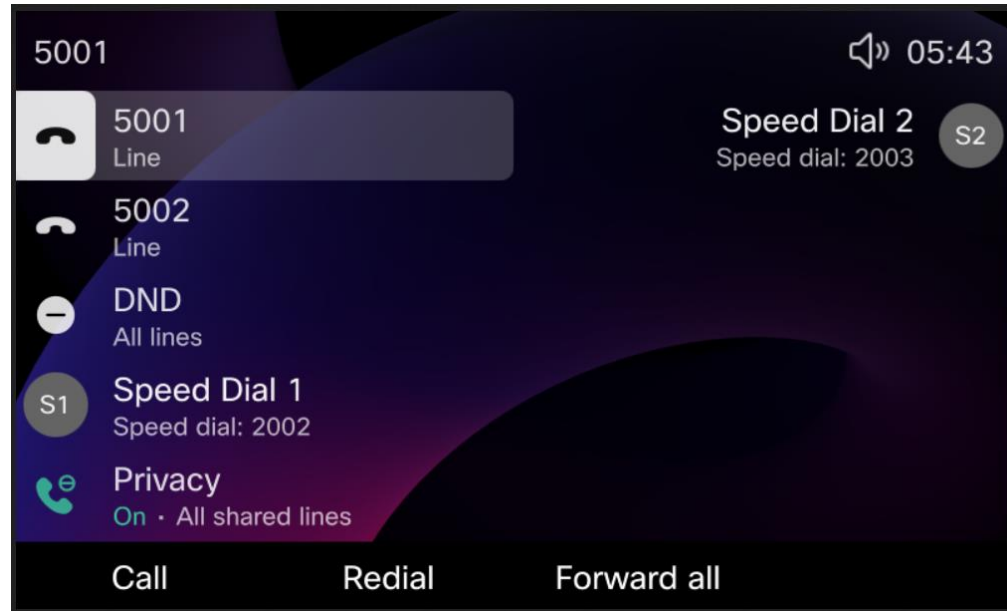
- Allow authentication for users only(via Password/PIN)
- Allow authentication for users(via Password/PIN) and Administrators(via Authentication Code)
Authentication Code

Phone Migration Example: 7900 to 9861 CUCM 12.5 SU3, CUCM 14, CUCM 15

7975



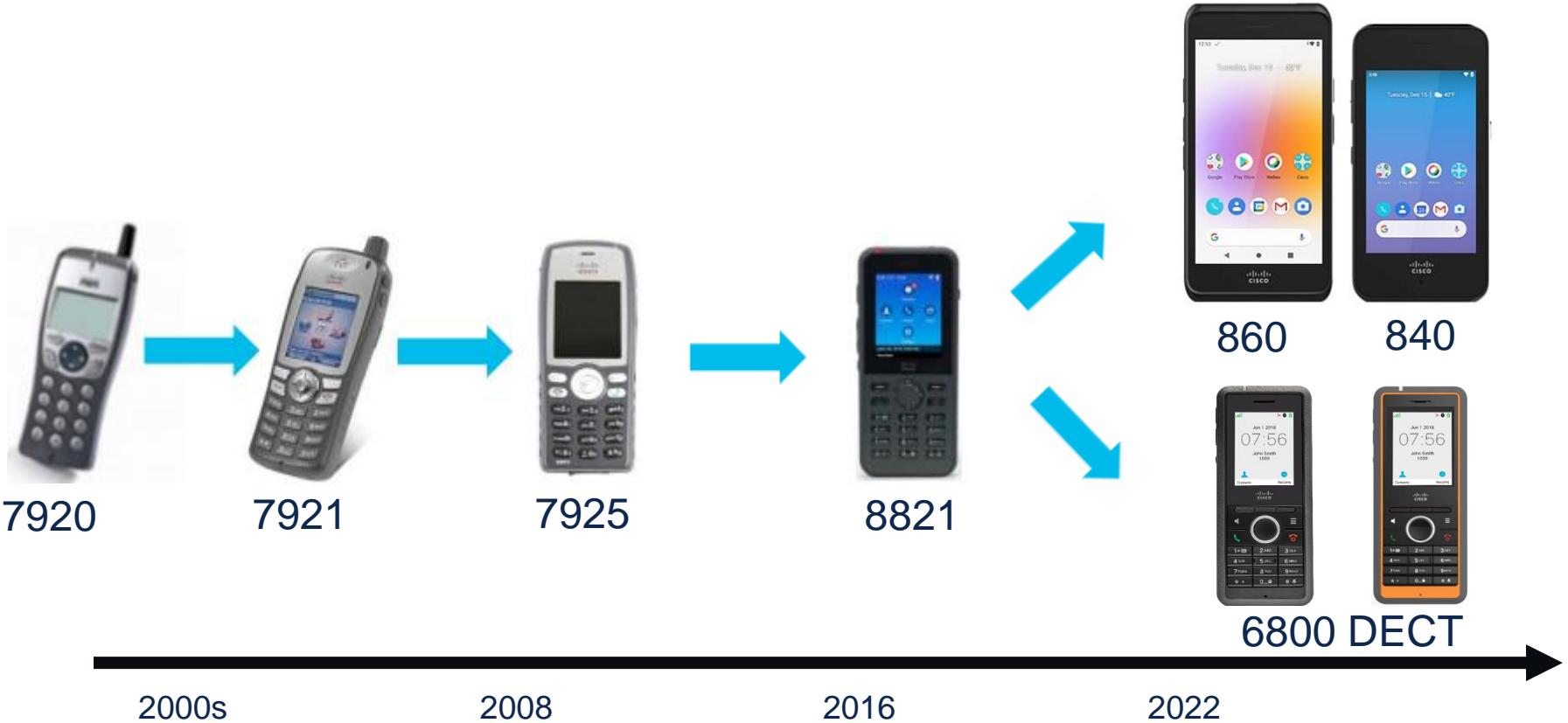
9861



*Phone will move to Session Line Mode by default

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 rear camera, 5MP front camera



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



Version 1.10(1) September 2023

- InformaCast XML Support
- Hoteling login (WxC)
- UX Improvements
- Security updates

Version 1.10(2) March 2024

- Imprivata Certification
- Call Monitoring (InformaCast support)
- PNG Wallpaper support

Version 1.10(3) June 2024

- Hard Button Answer/End
- Hard Button Flashlight On/Off

Version 1.10(4) June 2024

- Time/Date Group
- Pickup Group Alert
- Visual Notifications Only

Version 2.1.0 February 2025

- Android 13 (860 Only)

Android 10 OS

Google Play Store

Webex app installed

CUCM Registration

EMM/MDM Control

802.11 Wi-Fi

Scanner HW Option

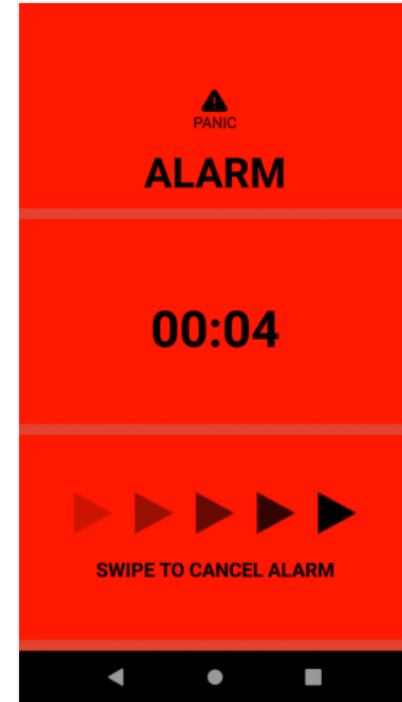
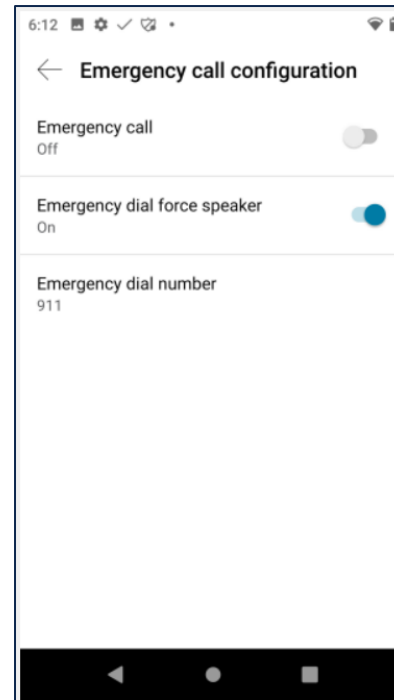
Optional charging station

Customizable buttons

Vertical Applications

Emergency (Panic Button)

- Emergency button is the amber button on top right side of the device
- By default, this programmable button is set as an Emergency button. If configured, the button sends an emergency panic alert.
- Related settings include motion sensor, panic button, emergency call and tone configuration.
- These can be configured by selecting the three dots in the upper right-hand corner in the Emergency app.



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

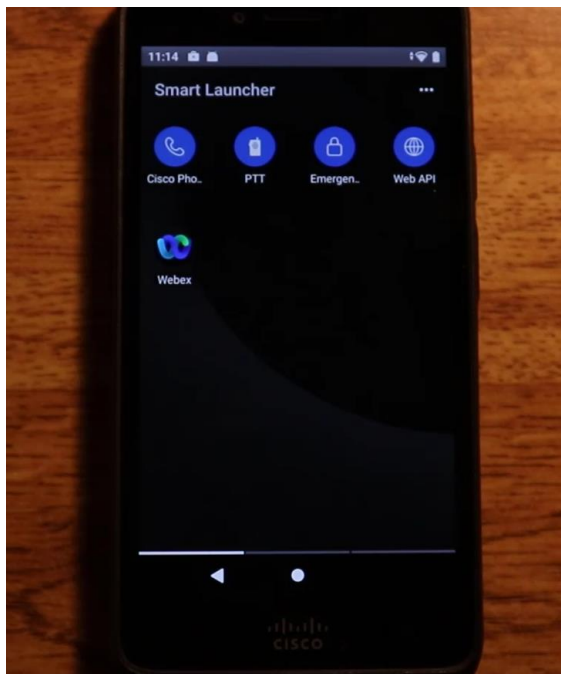


Phone/Battery Multi-Charger

EMM Alternative – configure.cisco.com

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

Multiple Apps

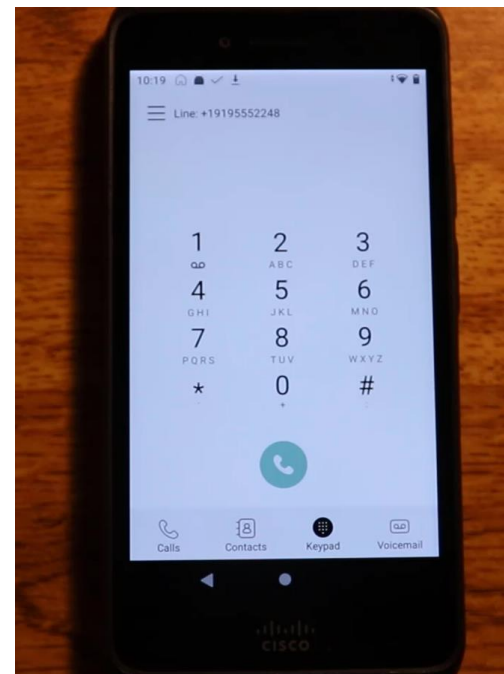


Default applications that can be hidden or unhidden from the Smart Launcher



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 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

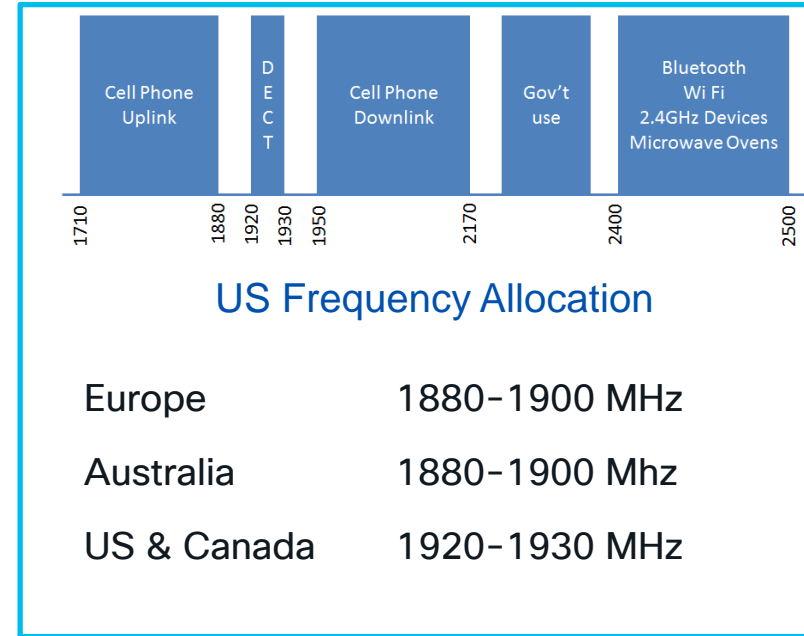
Scanner HW Option
Optional charging station

Customizable buttons
Vertical Applications

DECT & Wi-Fi Frequencies and Channels

Digital Enhanced Cordless Telecommunications

- 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

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

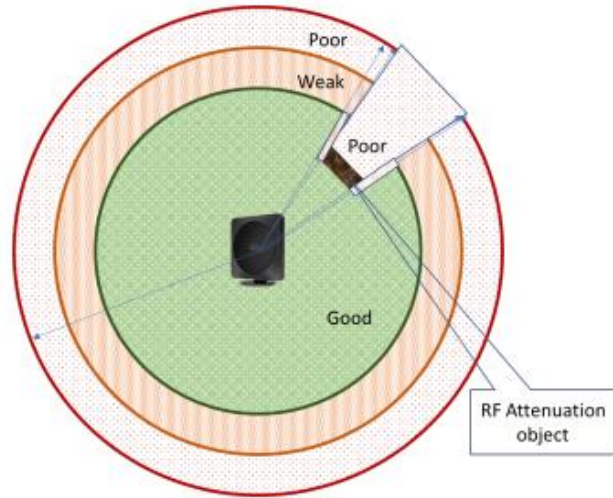
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/MPP/6800-DECT/deployment/CiscoDECT6800DeploymentGuide.pdf

DECT Network Planning

Radio Coverage Planning

Base Station Location

- Center of the coverage area
- RF Attenuation objects



Site survey tool

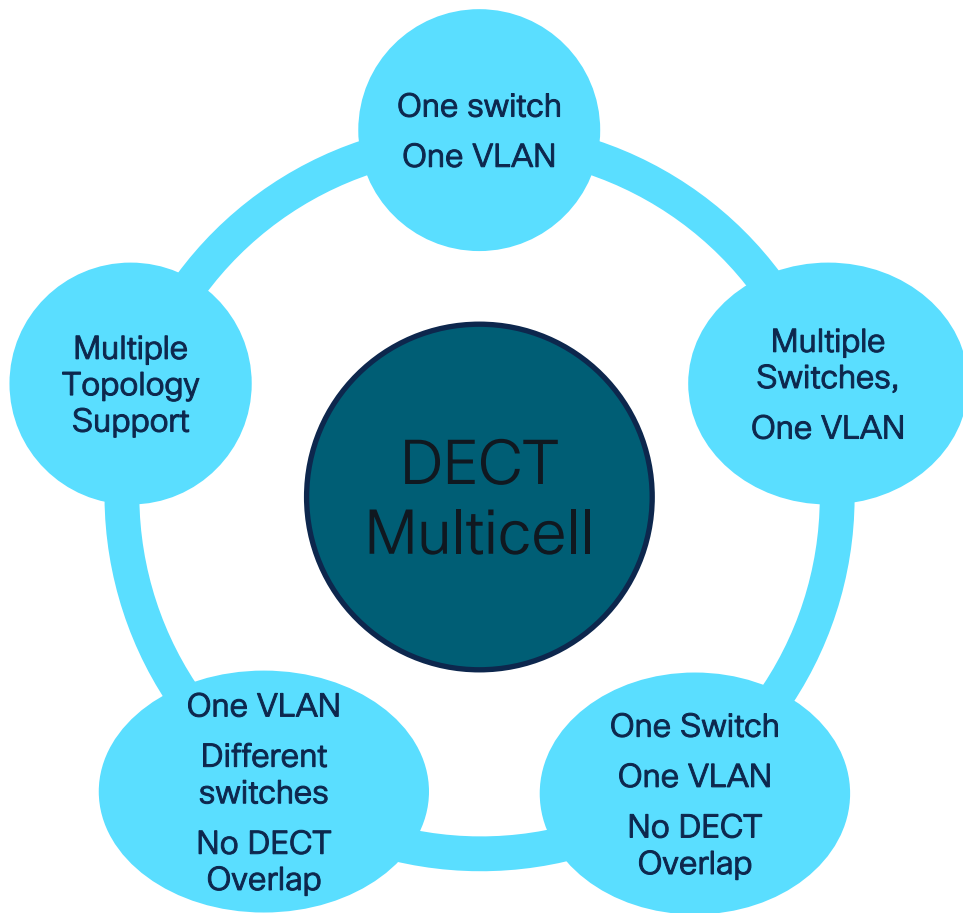
- Can be invoked anytime in handset
- Clear line of site increases signal strength

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

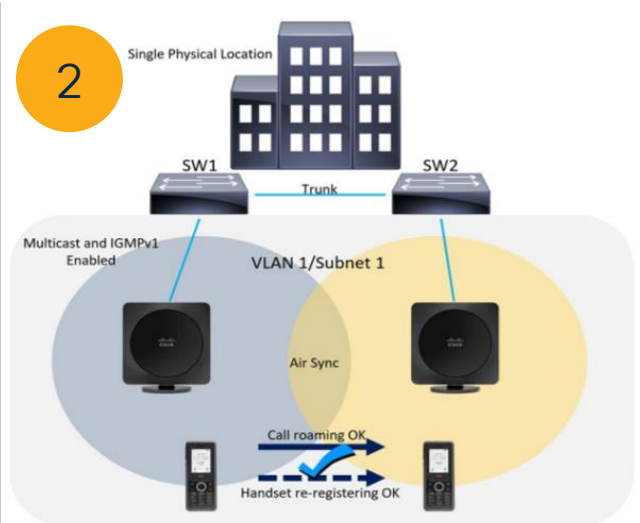
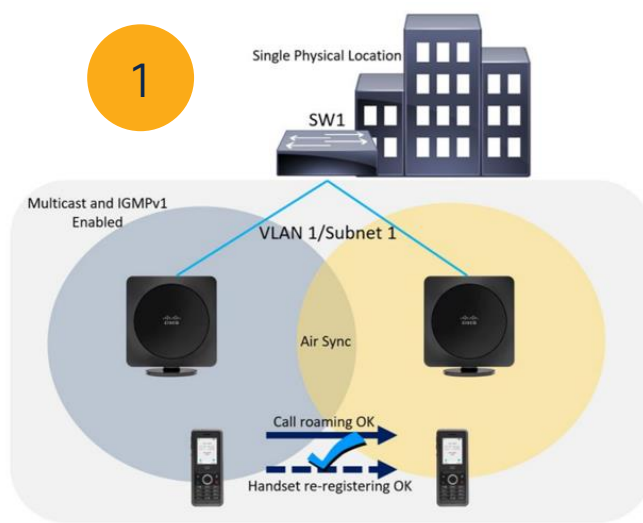
- DECT Multicell can be formed in different types of Network topology
- Key is to make sure Multicast works right
- Switch configuration is right
- DECT Multicell multiple topology support

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



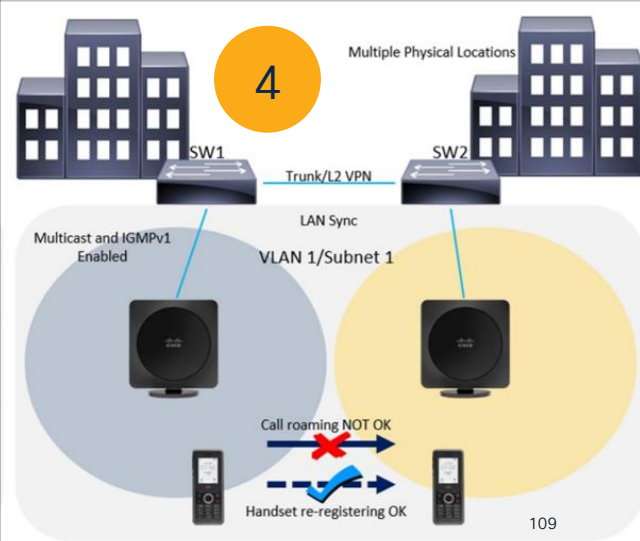
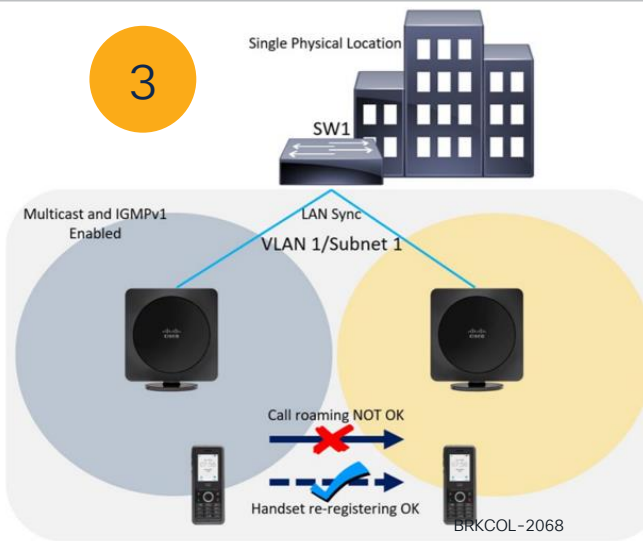
Scenario 1 & 2

- 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.



Manage DECT Network

- Cisco DECT Network solution eliminates the need for additional device manager on-premises.

The screenshot shows the Cisco DECT Network management interface. It is divided into three main sections: Details, Configurations, and Support. In the Details section, the Chain ID '3543648916' is circled in blue. In the Support section, the 'Manage DECT serviceability password' link and its status 'DECT serviceability password is active.' are circled in blue. The Configurations section shows options for Handset Access Code (Default or Auto-Generated) and Handset Display Name.

The Handset Status dialog box displays the following information:

- Handset display name:** 1-Ravi
- Base Station:** D4789B5256F0
- Line 1:** Status: Registered, Last Registration: Nov 01, 2023 3:24 PM CST
- Line 2:** Status: Registered, Last Registration: Nov 01, 2023 3:25 PM CST

An 'Ok' button is located at the bottom right of the dialog box. A blue arrow points from the 'Manage' link in the Configurations section to this dialog box.

Firmware Release 5.1(2) & 5.1(3) for 6800 Series IP DECT



5.1(2)

- Cisco IP DECT Phone on CUCM
- Configuration Changes Logging
- Configuration Changes Reporting
- Stateful Firewall
- Voice-VLAN support (using CDP/LLDP)



5.1(3)

- EAP-TLS & EAP-MD5 802.1x Authentication
- Loud Ringer for New Contact
- Ringtone Customization in Charger Warning and Coverage Warning
- CDA/EDOS Performance Enhancement

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 3rd 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 3rd party advanced.
- MAC address in CUCM is arbitrary and can be any value other than DBS.



Which to deploy? Considerations

6800 DECT

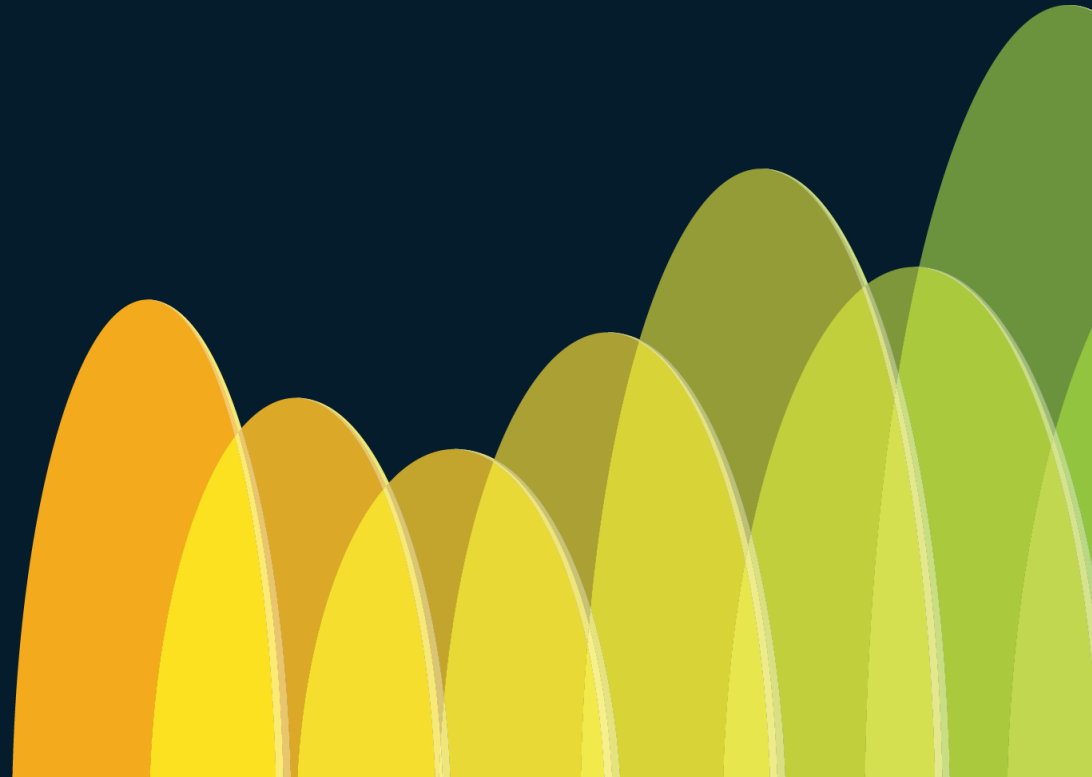
- DECT overlay network
- Different Site Survey
- 3rd Party SIP Endpoint on CUCM
 - No AP base tracking
 - Out of band firmware upgrade
- Simple calling scenarios
- No 3rd party applications
- Push to Talk (all or nothing)

Cisco Wireless 840/860

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

Cisco Headsets and Webcams

CISCO *Live!*



Transforming the audio collaboration experience

Cisco Headsets

Exceptional comfort, vibrant audio, and powerful noise isolation

Integrated with Webex app and devices

Headset management in Cisco UCM and Control Hub

900 Series

Executive
Available



Bang & Olufsen Cisco 980



New LIMITED
Color!

Bang & Olufsen Cisco 950



700 Series

Work everywhere
Available



720 Series
 Certified for Microsoft Teams



730

Updated ergonomics!

500 Series

Professional
Available



560 Series



530 Series



520 Series

300 Series

Professional Value
Available



320 Series



Cisco 320 Series: wired

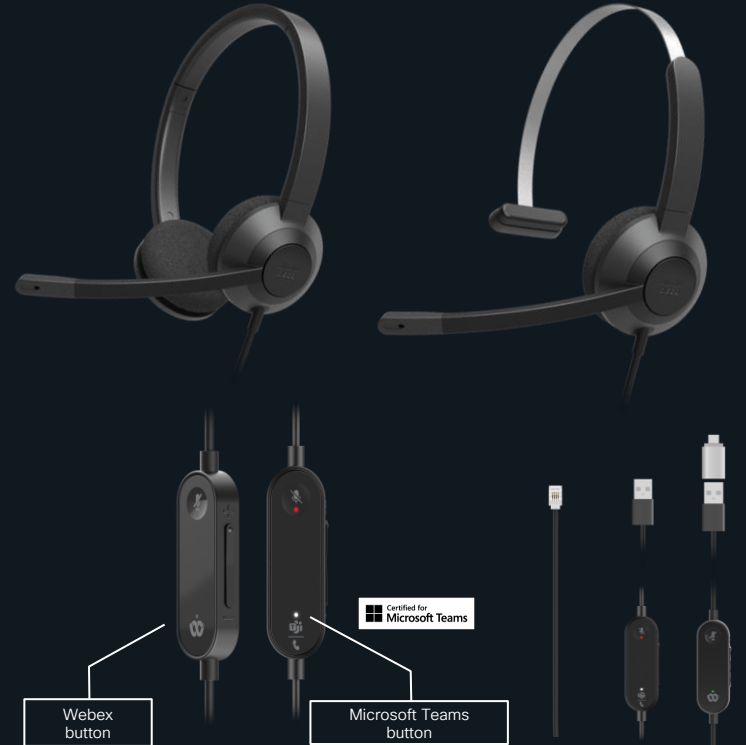
- Stereo or mono wearing styles
- Flexible Connectivity: RJ9, USB A, and optional USB C adapter
- Easy set-up and tuning
- One button to join with Webex or Teams button
- Designed for all day comfort
- In-line controller featuring the Webex or MSFT teams button
- Integrated headset management and analytics

Webex and
Microsoft Teams models available.



322 Stereo

321 Mono



Cisco Headset 520 and 530 Series: wired



520 Series



- Stereo or mono wearing styles
- Flexible Connectivity: USB A or C, 3.5mm, or RJ9
- 530 series provide quick disconnect (QD)
- Busy Indicator LED
- In-line call controller
- Audio and noise reduction
- Integrated headset management and analytics



530 Series



Cisco Headset 560 Series: wireless (DECT)

Standard base or Multibase



Standard Base Connectivity:

- 1 USB or RJ9/11 cable

- DECT 6.0 with AES-128 encryption
- Stereo or mono wearing styles
- Mobility up to 300+ ft / 100 meters
- On-Ear Controls
- Busy Indication LED
- 9+ hour battery life
- Audio and noise reduction
- Integrated headset management and analytics



Multibase Connectivity:

- 1 USB or RJ9/11 cable
- 1 USB to laptop or PC
- 1 Bluetooth connection

For 560 DECT deployments, **please** read the deployment guide <http://cs.co/dect> or video walk-through here: <http://cs.co/dect-video>

Cisco 720 Series: wireless

The wireless headset to stay focused and productive.

- Bluetooth® 5.0 or USB connection option
- Stereo or mono wearing options
- Microphone boom featuring flip mute
- AI powered Voice Activated Microphones
- One button to join with Webex or Teams button
- Up to 23 hours talk time
- Designed for all day comfort
- Enterprise grade hardware & software security

Webex and
Microsoft Teams models available.



Cisco Headset 730: wireless

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



Updated ergonomics shipping!

- Bluetooth® 5.0 or USB & 3.5mm connection options
- Boomless design with 6 integrated microphones
- Adaptive Active Noise Cancellation
- On-ear buttons for easy call and music control
- AI powered Voice activated microphones
- Smart sensors for contextual movements
- Integrated presence LED light
- 20+ hour battery life
- Enterprise grade software and hardware security
- Centralized headset management & analytics

Voice Activated Microphones

Available on the Cisco Headset 700 Series only

Smart audio adapted for headsets that fully eliminates the user's environmental noise while not speaking on the call - helping reduce distracting background noise & talkers.

Platform agnostic and works with all meetings and calling clients as well as with cell phones.

This feature can be toggled on or off from the Cisco Headset mobile app.





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

The Bang & Olufsen Cisco 900 Series

Headphones that bring together Cisco's advanced business communications, integrations, security and management built within the timeless design and powerful sound of Bang & Olufsen.





Bang & Olufsen Cisco 950: wireless





Take great audio anywhere

-  Bluetooth® 5.2
-  Adaptive active noise cancellation
-  Immerse in B&O legendary sound
-  Six integrated 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
-  Premium materials including aluminum and tempered glass

*True wireless earbuds
designed for professionals.*



Expert Tips – 950 MSFT Teams SKU & Certification


- Specialized software to enable integrations into MSFT Teams
- Certified MSFT Teams experience requires Cisco USB Adapter connection
- Cisco USB Adapter is included in box & pre-paired*
- MSFT Teams cert badge on the giftbox. No MSFT logo on earbuds or case.
- Backwards compatible with Webex & Cisco Devices

Now Shipping!

Bang & Olufsen Cisco 950



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



Cisco Headsets + Webcams: Certified for Microsoft Teams



Desk Camera 4K

Up to 4K UHD intelligent USB webcam.



Headset 320 Series

Wired dual or mono headset with USB-A, USB-C, or RJ-9 connections and Microsoft Teams Button



Headset 720 Series

Everyday dual or mono Bluetooth® wireless headset with Voice Activated Microphones and Microsoft Teams Button



B&O Cisco 950

True wireless Bluetooth® earbuds with Active Noise Cancellation and B&O signature sound

Cisco – Single Management Platform

Cisco Headset and Desk Cameras are managed IT Assets like all other devices on the Cisco platform

Centralized Management: Headsets, Phones & Video

CUCM Web Interface



CUCM headset management demo
<http://cs.co/headset-management>

Control Hub



Control Hub headset management demo
<http://cs.co/headset-ch-2023>



End User Management: Configure, Customize, Upgrade

Webex App



Cisco Accessory Hub app



700 and 900 Series Mobile Apps



Cisco Accessory Hub 3.0 Release

Cisco Accessory Hub desktop app provides users the ability to configure and upgrade their Cisco Headset or Desk Camera and IT admins central management into Control Hub.



Control Hub integrations:

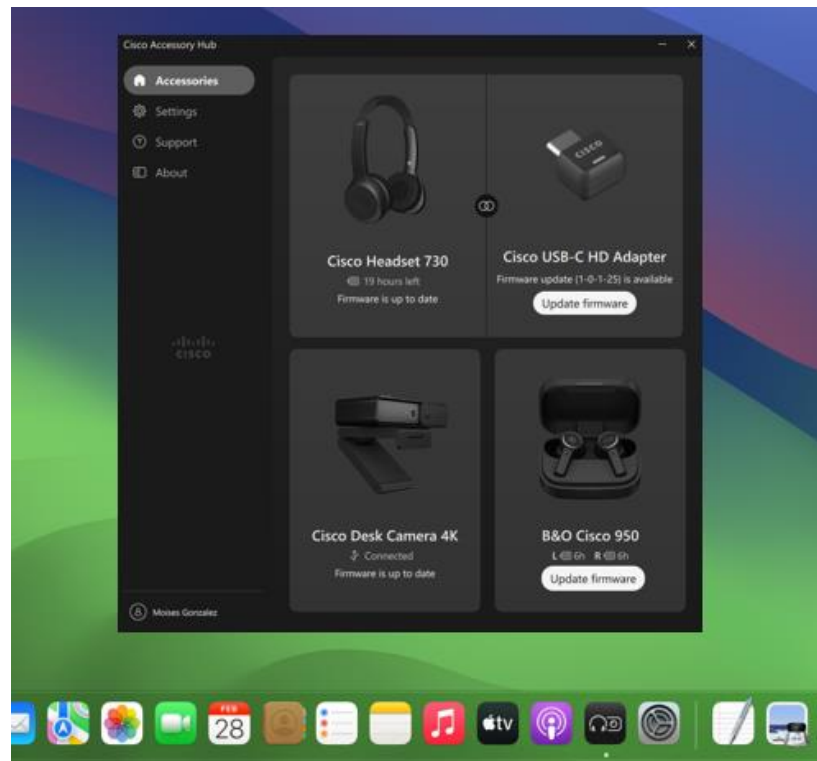
- New!** Device firmware management
- New!** Device admin settings
 - ✓ Device registration
 - ✓ Inventory management

Features:

- New!** UX enhancements
- New!** 950 Mute reminder support
- New!** 950 Additional notifications support

Devices supported:

- ✓ B&O Cisco 980 headset
- ✓ B&O Cisco 950 earbuds
- New!** B&O Cisco 950 earbuds Desert Gold
- ✓ Headset 730
- ✓ Headset 720 Series
- ✓ Headset 560 Series
- ✓ Headset 530 Series
- ✓ Headset 520 Series
- ✓ Headset 320 Series
- New!** Headset USB-C Adapter
- ✓ Headset USB-A Adapter
- ✓ Desk Camera 4K and 1080P



Available on Windows & Mac

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References

- 9800 Series Release notes:
<https://help.webex.com/en-us/article/n1trwjh/Release-Notes-for-Cisco-Desk-Phone-9800-Series>
- Getting started with the 9800 Series
<https://help.webex.com/en-us/article/29odsb/Get-started-with-Cisco-Desk-Phone-9800-Series>
- Headset Compatibility Guide
<http://cs.co/headset-guide>
- 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

Call to Action

- Understand and evaluate the Desk Phone 9800 & Action Button.
- Understand how to customize or lock down the Cisco Wireless Phone
- Know when and how to deploy Cisco 6800 DECT series
- Understand Cisco Headsets and Desk Cameras

Webex App

Questions?

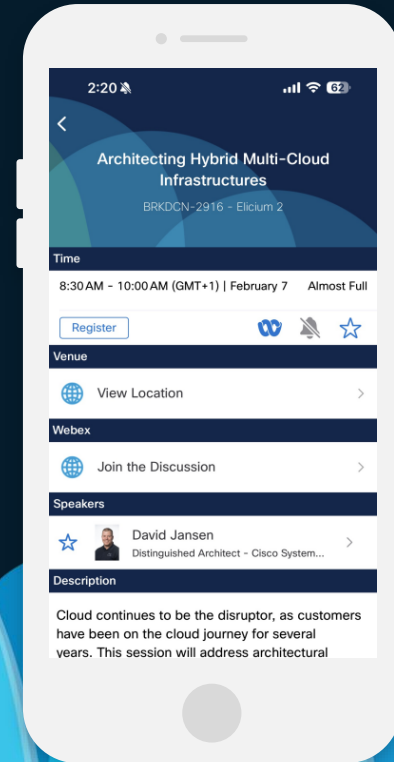
Use the Webex app to chat with the speaker after the session

How

- 1 Find this session in the Cisco Events mobile app
- 2 Click “Join the Discussion”
- 3 Install the Webex app or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until February 28, 2025.

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Fill Out Your Session Surveys



Participants who fill out a minimum of 4 session surveys and the overall event survey will get a unique Cisco Live t-shirt.

(from 11:30 on Thursday, while supplies last)



All surveys can be taken in the Cisco Events mobile app or by logging in to the Session Catalog and clicking the 'Participant Dashboard'



Content Catalog

Continue your education

- Visit the Cisco Showcase for related demos
- Book your one-on-one Meet the Engineer meeting
- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library for more sessions at ciscolive.com/on-demand. Sessions from this event will be available from March 3.



Thank you

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GO BEYOND

A series of overlapping, vertically-oriented ovals in various shades of blue, ranging from light to dark, positioned on the right side of the image.

Kiosk Mode on 8875/9871

- 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

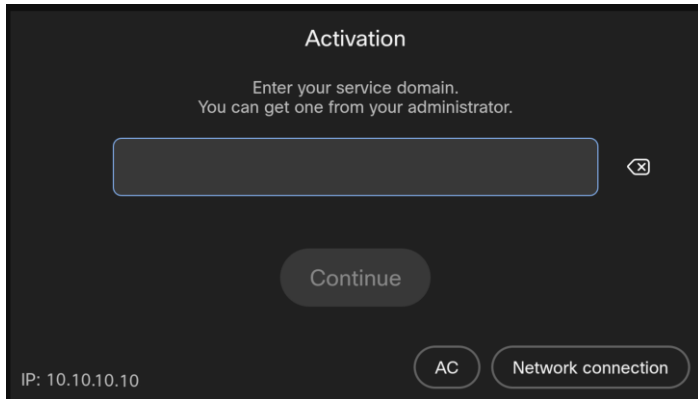
CISCO Live!



8875/9800 MRA Onboarding Improvement

Introduces the ability to do more than Expressway MRA Activation Code

- Expressway MRA Activation Code onboarding is recommended and available with 9800 at FCS
- Introduces the legacy username/password method some customers prefer
- Identical in functionality as the 7800/8800 running Enterprise firmware
- Note: There is no Cisco Control Hub or Webex Calling dependency



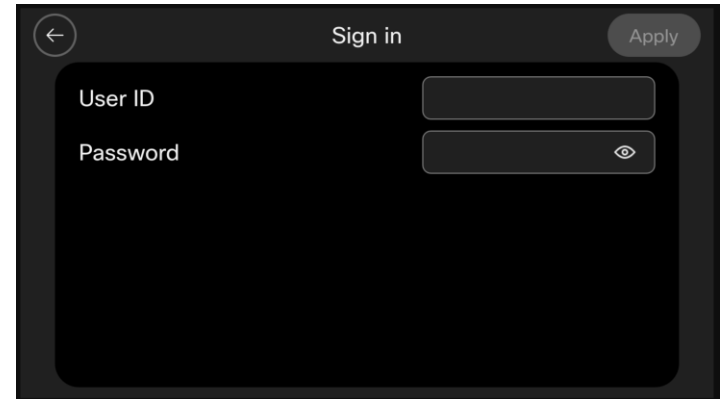
Activation

Enter your service domain.
You can get one from your administrator.

Continue

AC Network connection

IP: 10.10.10.10



Sign in

Apply

User ID

Password

AC Network connection