

The background features a vibrant, abstract design. On the left, there are horizontal, wavy bands of color in shades of red, orange, yellow, and green. On the right, a bright white light source emits a series of colorful rays in shades of blue, green, and yellow, creating a sunburst effect.

cisco *Live!*

Let's go

#CiscoLiveAPJC



The bridge to possible

Microsoft Interop for Calling, Meetings and RoomOS

Dave Lloyd
@BroadSoftDave
BRKCOL-2692

CISCO *Live!*

#CiscoLiveAPJC

Cisco Webex App

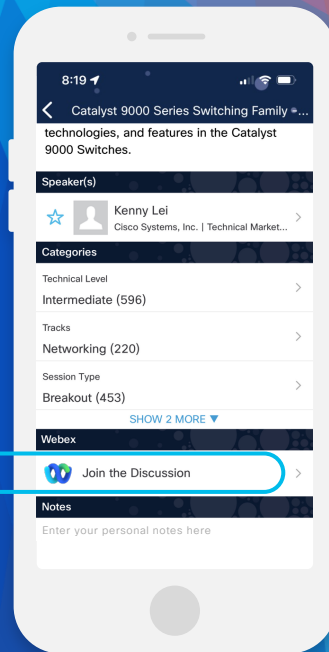
Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live 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 December 22, 2023.

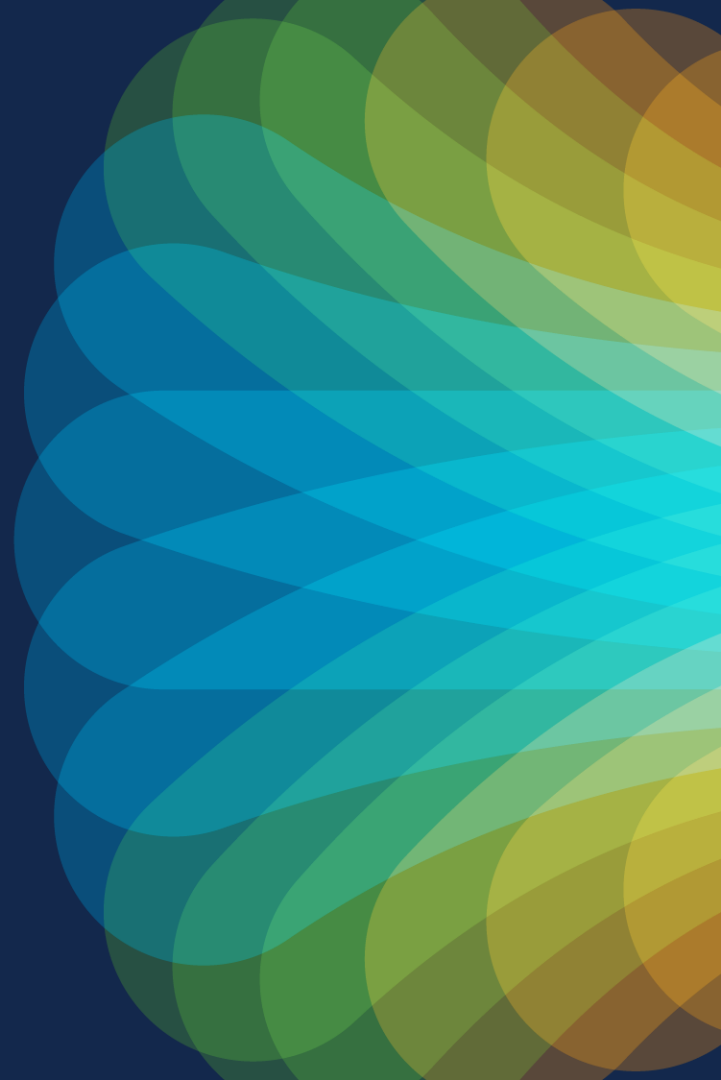


<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-2692>

Agenda

- Introduction
- Why interop is important
- RoomOS and what it brings us
- Meetings Interoperability
- Calling Interoperability

Dave likes Islands



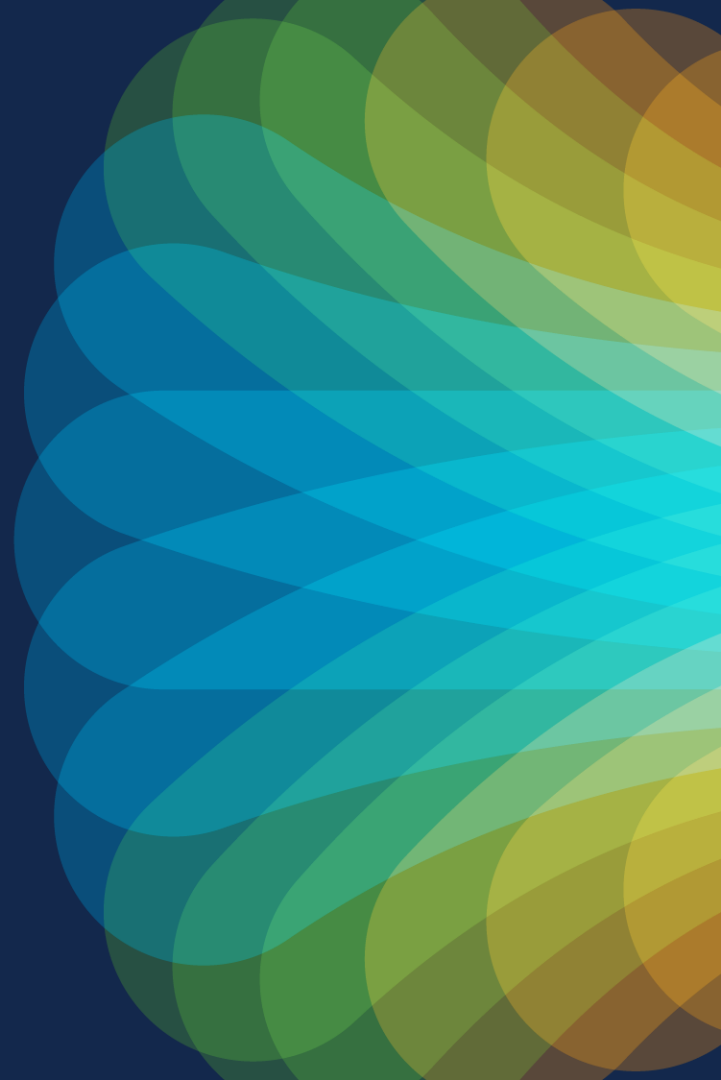


What do we need for successful interop (how can I visit more islands)?

- Standards
- Adherence
- Cooperation



Why Interop Is Important



Interop between devices (and islands) gives us...

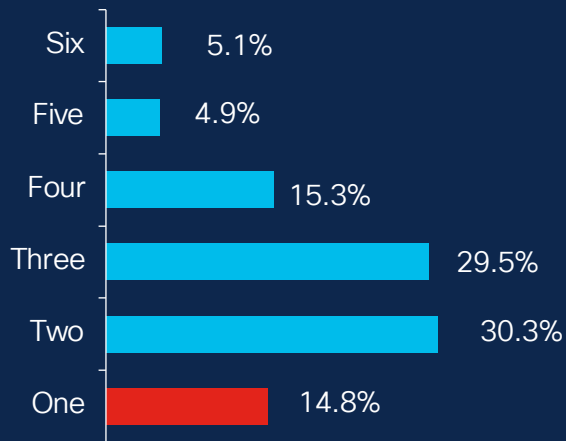
- Benefits for Users, Management and Vendors
 - User Experience – first and foremost
 - Best possible user experience – leveraging the best device available
- Customer Choice
 - Vendor diversification / risk aversion
- Investment protection



It's a multiplatform world

- Customers expect market leaders to cooperate

Q: How many meeting services do you use?

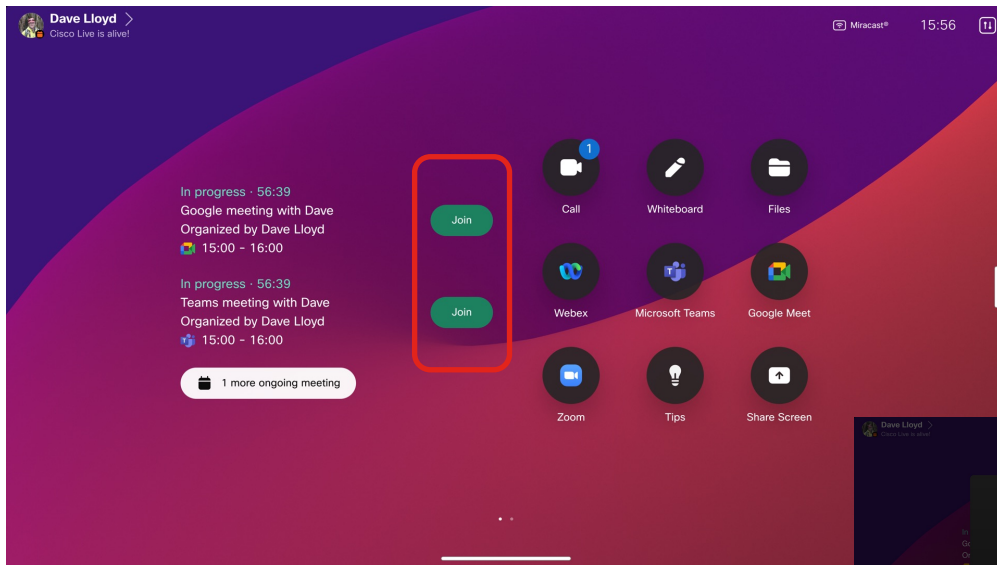
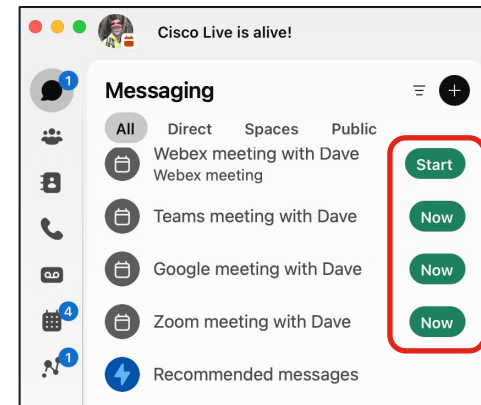
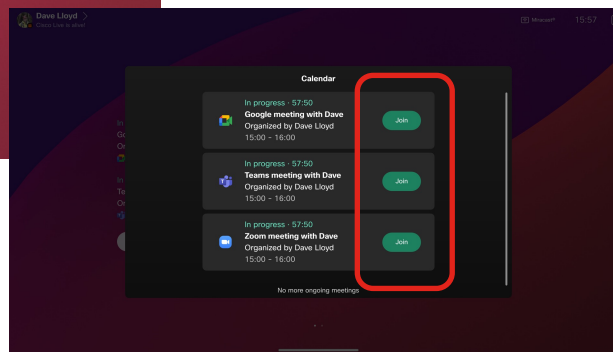


85%

of organizations support 2 or more meeting platforms

Cisco Interoperability with Microsoft and others...

Clients and Devices. Intuitive, reliable and secure

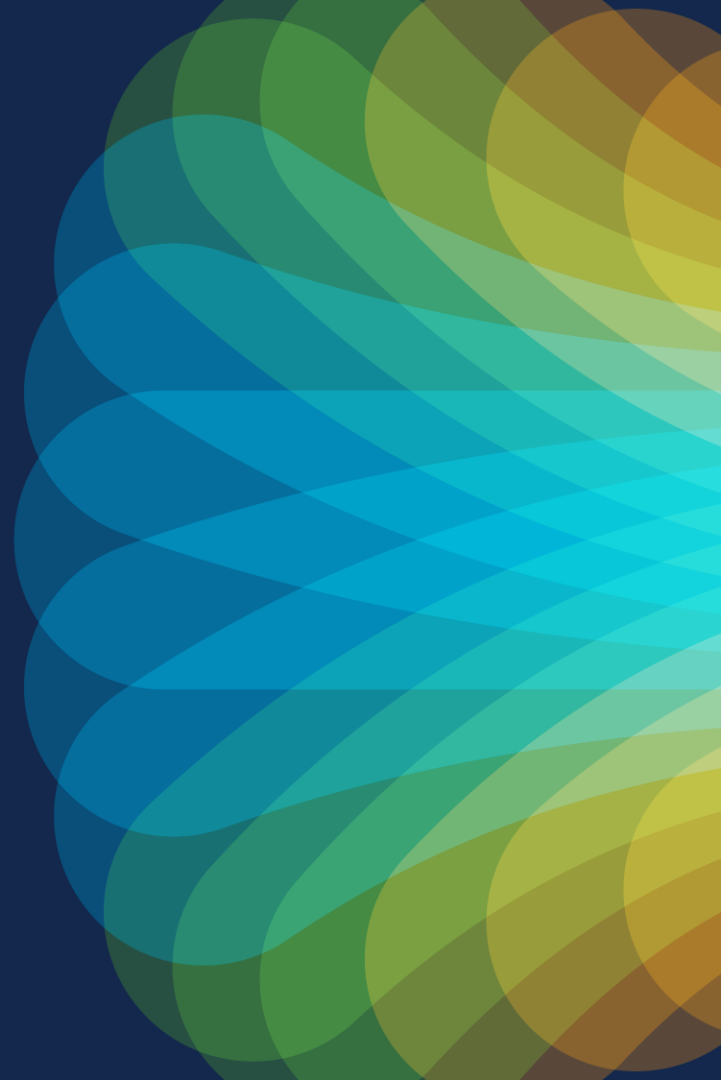


RoomOS

RoomOS

- RoomOS is the **inclusive and open** operating system that powers the **meetings agnostic** Cisco collaboration devices
 - Open platform with a powerful API (the xAPI)
 - Tweak and tune any part
 - Add **integrations**
 - Add **web applications**
 - Access **Sensor data**
- And.. Full of **Artificial Intelligence**

What's the story with RoomOS 11?

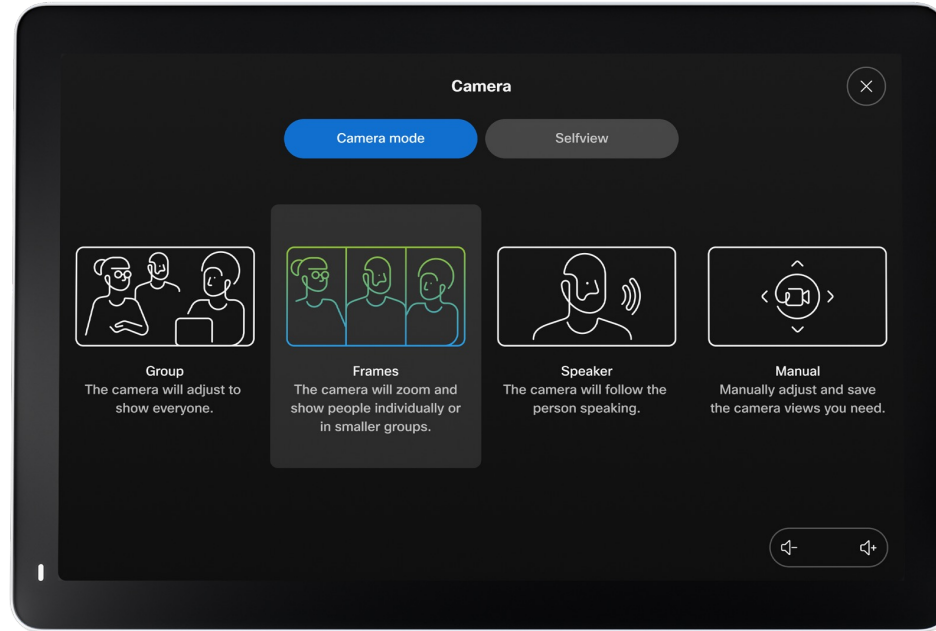


RoomOS 11

Unique capabilities

- App based User Interface
- Apple AirPlay
- Miracast®
- Hot Desking
- Kiosk Mode
- Intelligent camera framing options
- Audio intelligence

Flexibility to select intelligent camera views that best suit your meeting



Frames – available in all meeting types



Meeting Zones – Open plan or glass?



RoomOS 11

Unique capabilities

- App based User Interface
- Apple AirPlay
- Miracast®
- Hot Desking
- Kiosk Mode
- Intelligent camera framing options
- Audio intelligence
- And of course...

RoomOS 11 is all about choice



Webex experience



Microsoft Teams, Google,
Zoom



Teams experience



Includes native Webex meetings and events

OR

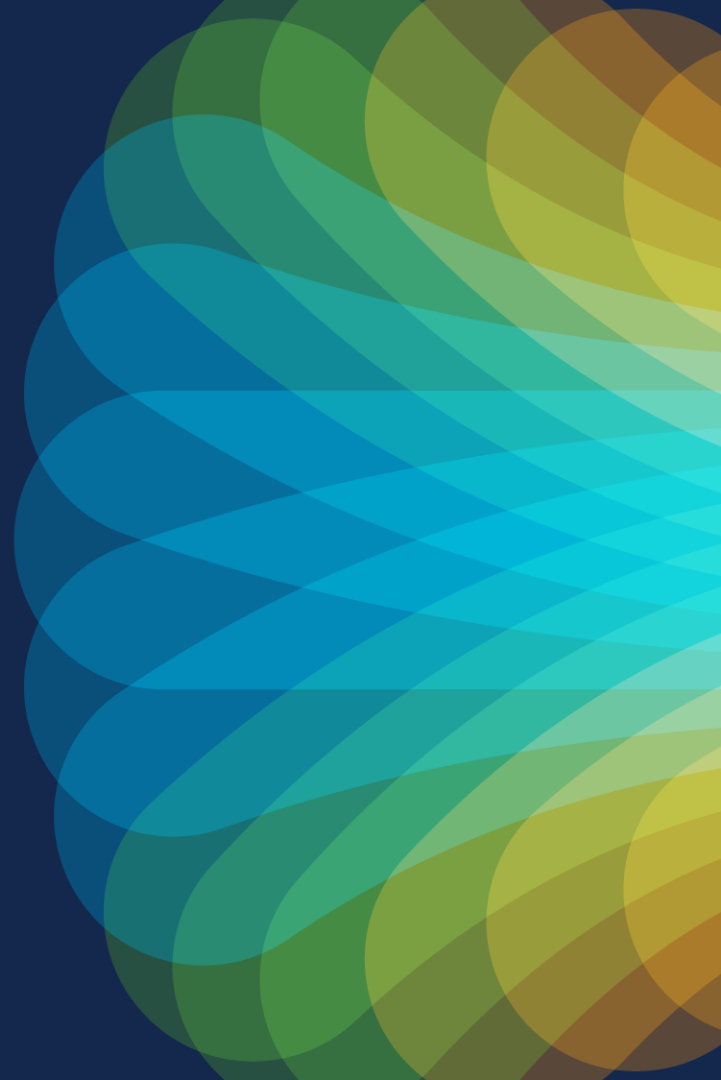
Same device, powered by RoomOS

Other options for meetings interop apart from MTR?

- Depending on the device you have, and its capabilities
 - Video Integration for Microsoft Teams using USB Passthrough
 - Video Integration for Microsoft Teams using WebRTC
 - Video Integration for Microsoft Teams using Cloud Video Interop – SIP
- Not limited to just one VIMT option

Video Integration for Microsoft Teams

USB Passthrough



USB Passthrough

Cisco making other Cloud Collaboration services better



USB Passthrough Features

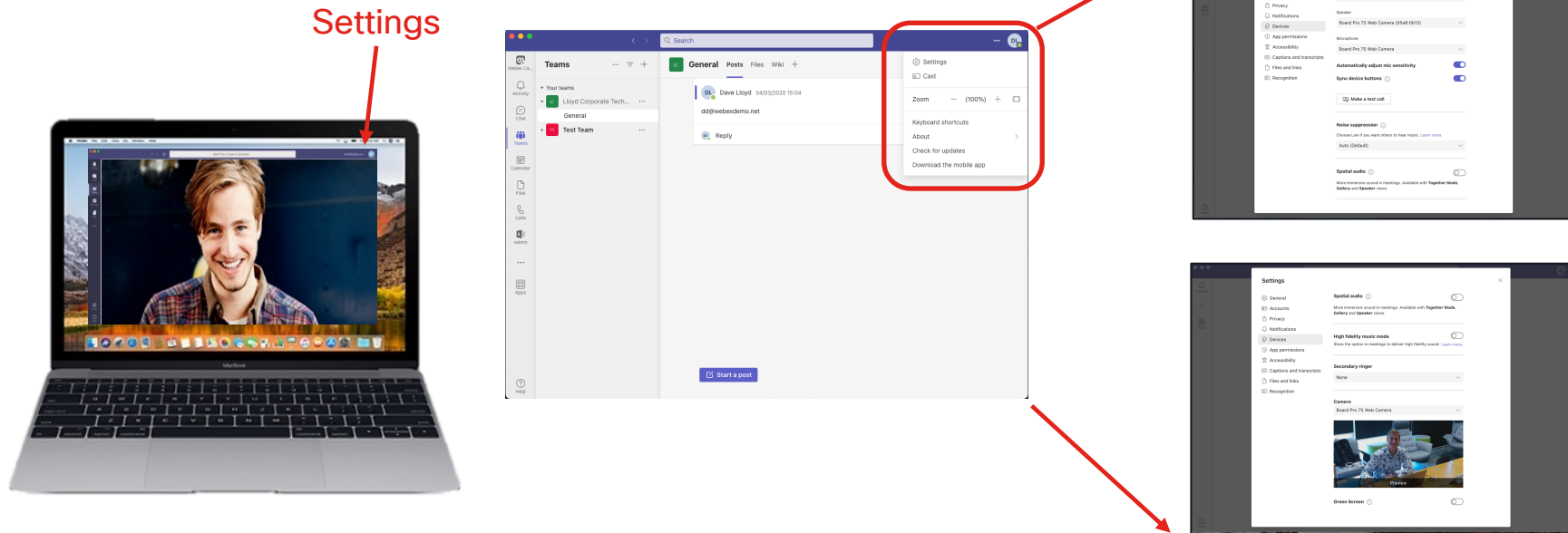
Unique features when using USB Passthrough

- Speaker Track
- Beam forming microphones
- Premium Speakers
- Noise removal



USB Passthrough

Settings access directly from the Teams client



USB Passthrough – Device compatibility

Native Support

- Room USB
- Room Kit Mini *
- Room Bar
- Room Kit EQ
- Desk Mini
- Desk
- Desk Pro
- Board Pro 55
- Board Pro 75

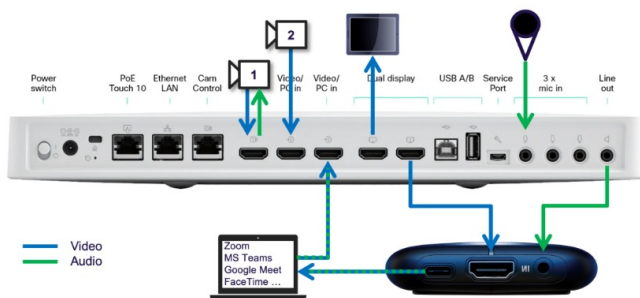
Third-party device

- Room Kit
- Room Kit Plus
- Room Kit Pro
- Room 55
- Room 70 (Single)

*Requires HDMI (in addition to USB-C)

Details: <http://cs.co/9003MfiuH>

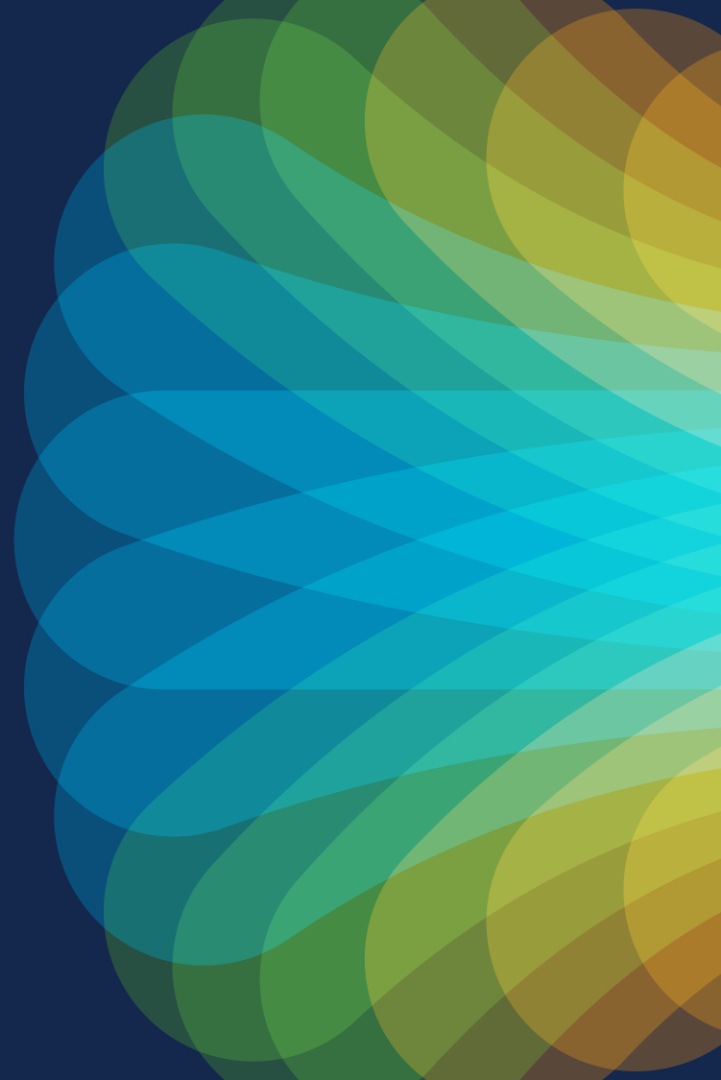
USB Passthrough – 3rd-party device connectivity



<https://inogeni.com/product/4kxplus/>

Video Integration for Microsoft Teams

WebRTC



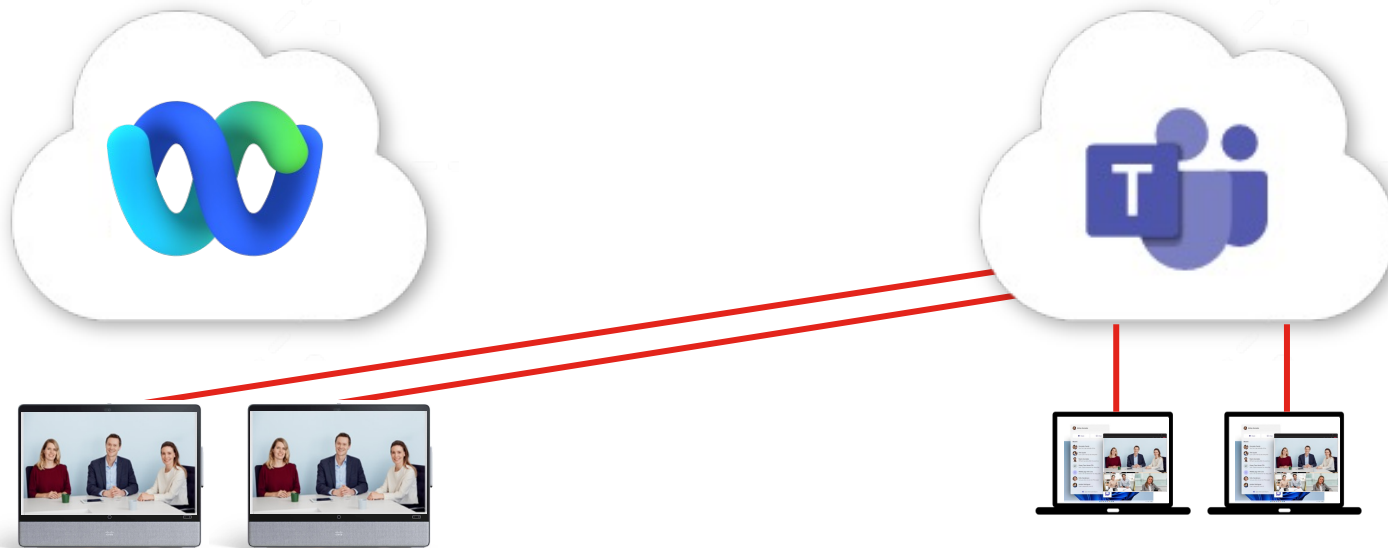
WebRTC – good to know

Unique features when using WebRTC

- Built-in capability (Web Engine)
- No licensing required (unlike CVI)
- No choice on video layouts – single screen
- No content sharing from Webex devices into Microsoft Teams
- Content sharing is ok from Microsoft Teams clients into Webex devices
- Hybrid calendar integration is desirable
- Enabling the device web engine is a requirement
- WebRTC integration doesn't work for Microsoft Teams Live Events



WebRTC – Signaling and Media Paths



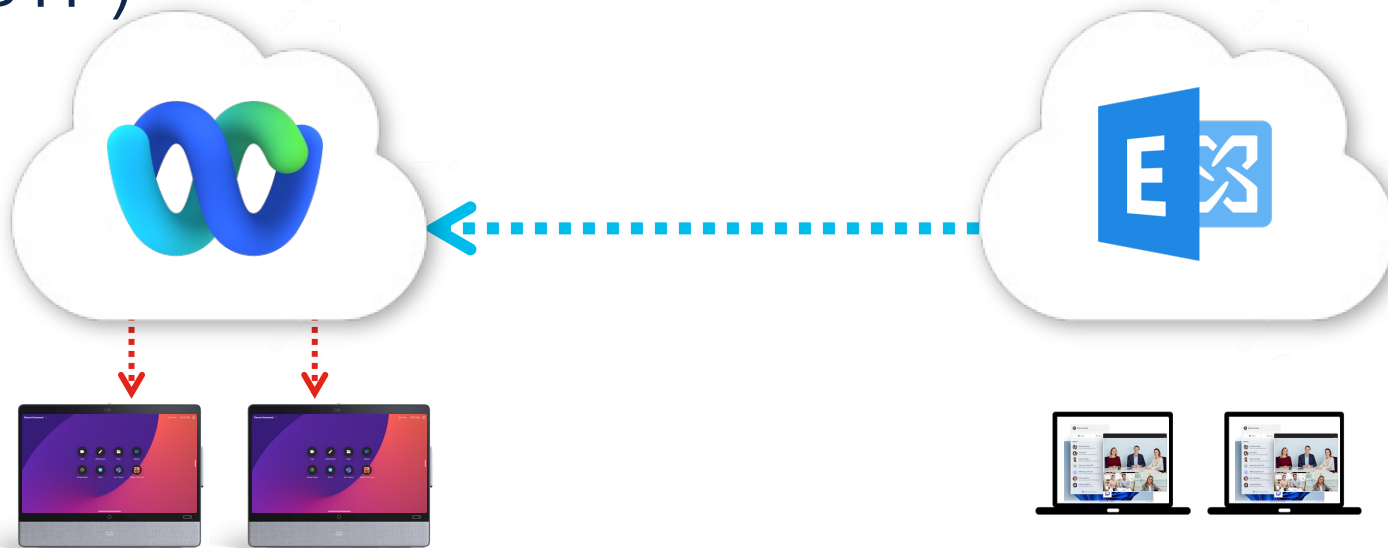
Supported Devices (web-engine enabled devices):

- Room Kits, Room Bar Series
- Boards, Desk Series

Cisco WebRTC:

- Devices must be cloud registered or cloud aware (Webex Edge for Devices)
- Ports 80, 443, 3478-3481 (does not traverse Expressway)

Calendar service and One Button To Push (OBTP)



- OBTP Traffic
- Graph API

- Enabling Webex Calendar Service is **desirable**
- OBTP is supported for both cloud registered and cloud aware

Hybrid Calendar options

Hybrid calendar Integrations

- Office 365 with Cloud-based Hybrid Calendar
- Google Calendar with cloud-based Hybrid Calendar
- Microsoft Exchange or Office 365 with Expressway calendar connector

Hybrid Calendar

 Exchange

Use @webex or @meet in a meeting location to insert join details, show upcoming meetings in the Webex app, and provide One Button to Push (OBTP) to join.

[View Prerequisites](#)

[Set Up](#)

Hybrid Calendar

 Office 365

Use @webex or @meet in a meeting location to insert join details, show upcoming meetings in the Webex app, and provide One Button to Push (OBTP) to join.

[View Prerequisites](#)

[Set Up](#)

Hybrid Calendar

 Google

Use @webex or @meet in a meeting location to insert join details, show upcoming meetings in the Webex app, and provide One Button to Push (OBTP) to join.

[View Prerequisites](#)

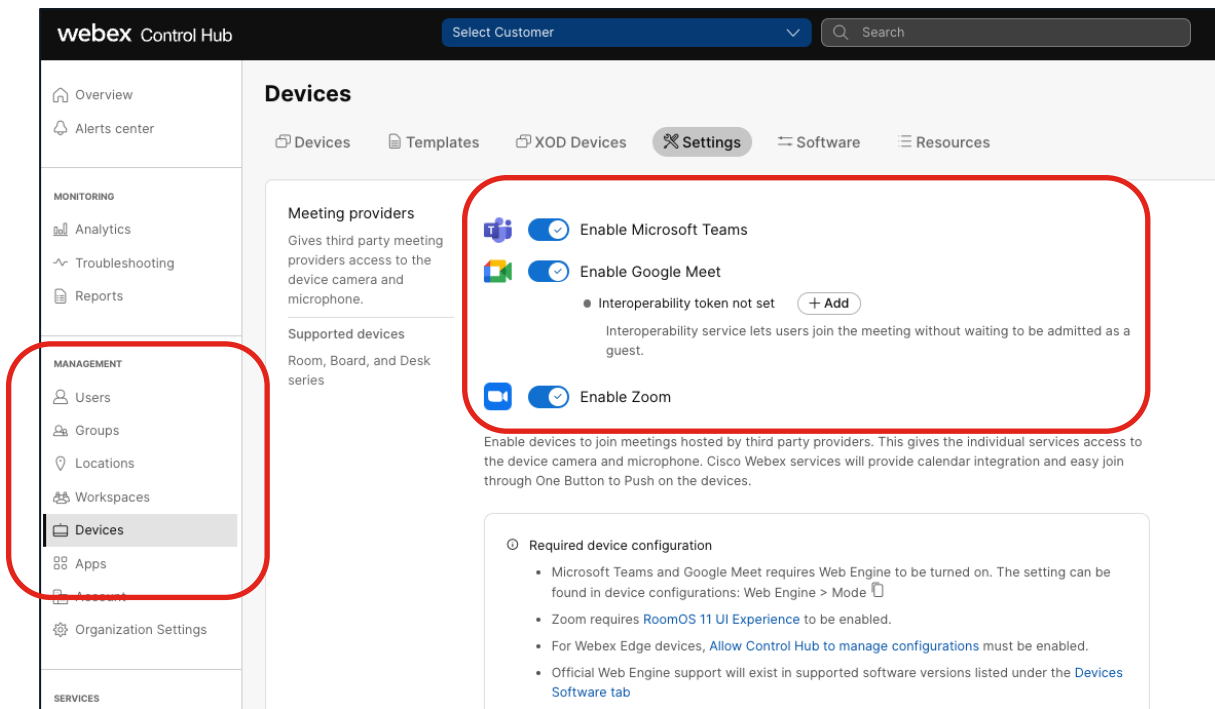
[Set Up](#)

Hybrid Calendar Features

Features

- Simple meeting scheduling
- Meetings list and join button
- Skype for Business address
- Out-of-Office status
- Organisation-wide default language settings

Enable WebRTC integration in Control Hub



webex Control Hub Select Customer Search

Devices

Devices Templates XOD Devices **Settings** Software Resources

MANAGEMENT

- Overview
- Alerts center
- MONITORING
 - Analytics
 - Troubleshooting
 - Reports
- MANAGEMENT**
 - Users
 - Groups
 - Locations
 - Workspaces
 - Devices**
 - Apps
 - Account
 - Organization Settings
- SERVICES

Meeting providers

Gives third party meeting providers access to the device camera and microphone.

Supported devices

Room, Board, and Desk series

Enable Microsoft Teams

Enable Google Meet

- Interoperability token not set [+ Add](#)

Interoperability service lets users join the meeting without waiting to be admitted as a guest.

Enable Zoom

Enable devices to join meetings hosted by third party providers. This gives the individual services access to the device camera and microphone. Cisco Webex services will provide calendar integration and easy join through One Button to Push on the devices.

Required device configuration

- Microsoft Teams and Google Meet requires Web Engine to be turned on. The setting can be found in device configurations: Web Engine > Mode
- Zoom requires [RoomOS 11 UI Experience](#) to be enabled.
- For Webex Edge devices, [Allow Control Hub to manage configurations](#) must be enabled.
- Official Web Engine support will exist in supported software versions listed under the [Devices Software tab](#)

Microsoft Teams admin center – Meetings settings

Microsoft Teams admin center

Search

Meetings

- Audio Conferencing
- Meeting policies
- Customization policies
- Meeting settings**

Meeting settings

Meeting settings let you customize meeting invitations, set up cross-cloud relationships, and manage network settings for all Teams meetings in your organization. [Learn more about meeting settings](#)

Participants

Anonymous users can join a meeting ⓘ ☒ On

Find related settings at [Meetings > Meeting policies](#) and [Meetings > Live events policies](#)

Anonymous users can interact with apps in meetings ☒ On

When this is on, anyone can join Teams meetings, including Teams users in other organizations that aren't on your allowed domains list. What you set here is applied org-wide to all meetings organized by people in your organization. [Learn more about managing access for anonymous users](#)

Cross-cloud meetings

Microsoft Teams invite for WebRTC

Join Link for
App & Web App



Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Meeting ID: 281 979 898 269

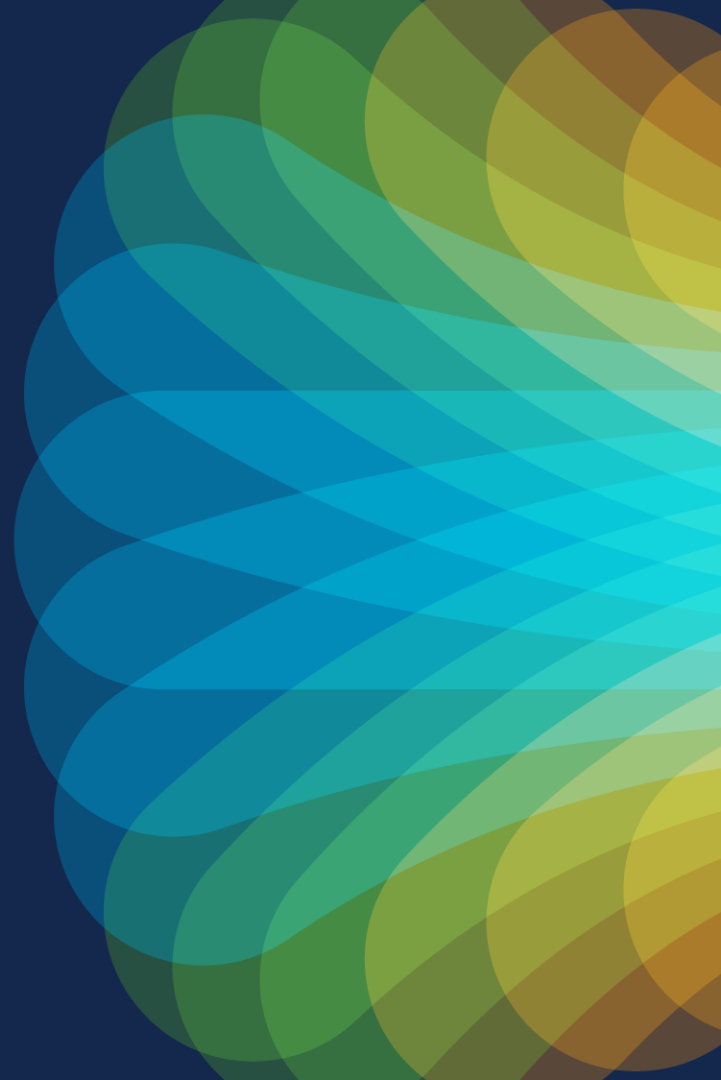
Passcode: ih5wky

[Download Teams](#) | [Join on the web](#)

MSFT Teams
Join Info

Video Integration for Microsoft Teams

Cloud Video Interop – SIP



Webex VIMT (CVI) Features

Unique features for Webex Rooms (*)

- OBTP Join (One Button to Push)
- Multi-screen support
- Integrated Participants List
- Active Layout Control (via Touch panel)
- Server/Local Mute status sync
- Webex Assistant
- Frames
- Unidirectional Whiteboarding from Webex Board and Desk Pro
- Call Troubleshooting in Control Hub

Features available to any device

- Family of layouts for Video devices
- Layout control via DTMF
- 2-way content sharing
- Service-side Mute/Unmute management via DTMF
- Recording Indicator
- Configurable lobby management policy (guest access / lobby bypass)
- Support for Live Events

(*) Some features require cloud registered or Webex Edge for Devices. Local in-call device features are supported for any deployment model (i.e., best overview, speaker track, Noise cancelling, etc.)

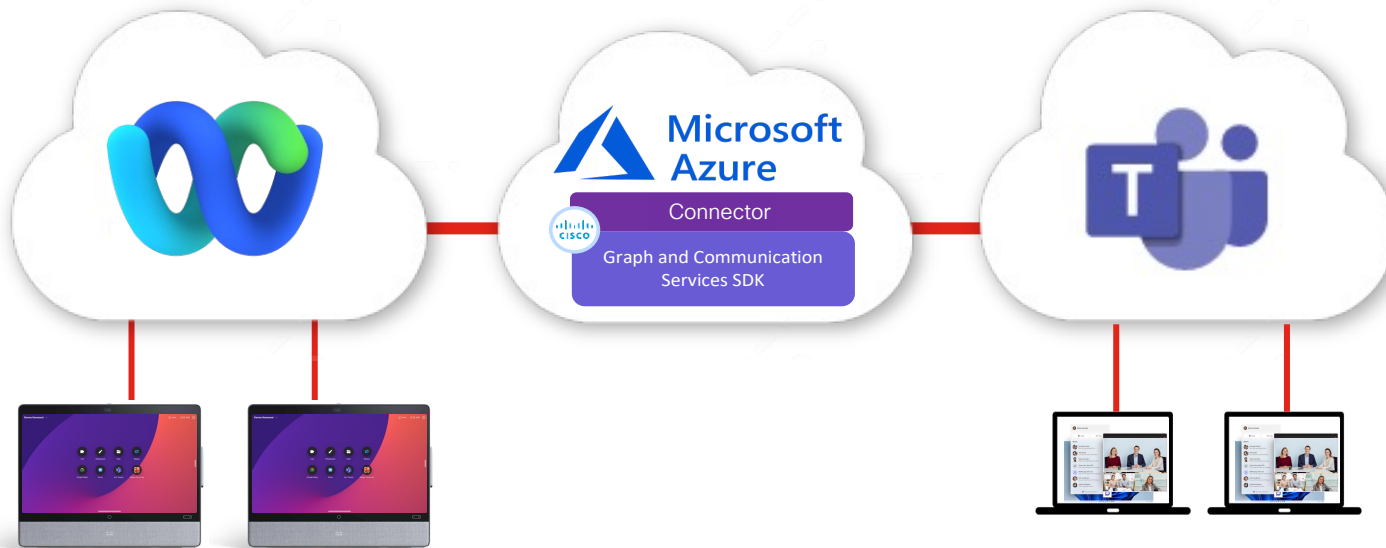


Cisco Webex Video Integration for Microsoft Teams

CVI is available under the following Licence Models

- Active Endpoint
 - You are obliged to pay per Active Endpoint
- All Customer Endpoints
 - You are obliged to pay for all Customer Endpoints

Cloud Video Interop Gateway



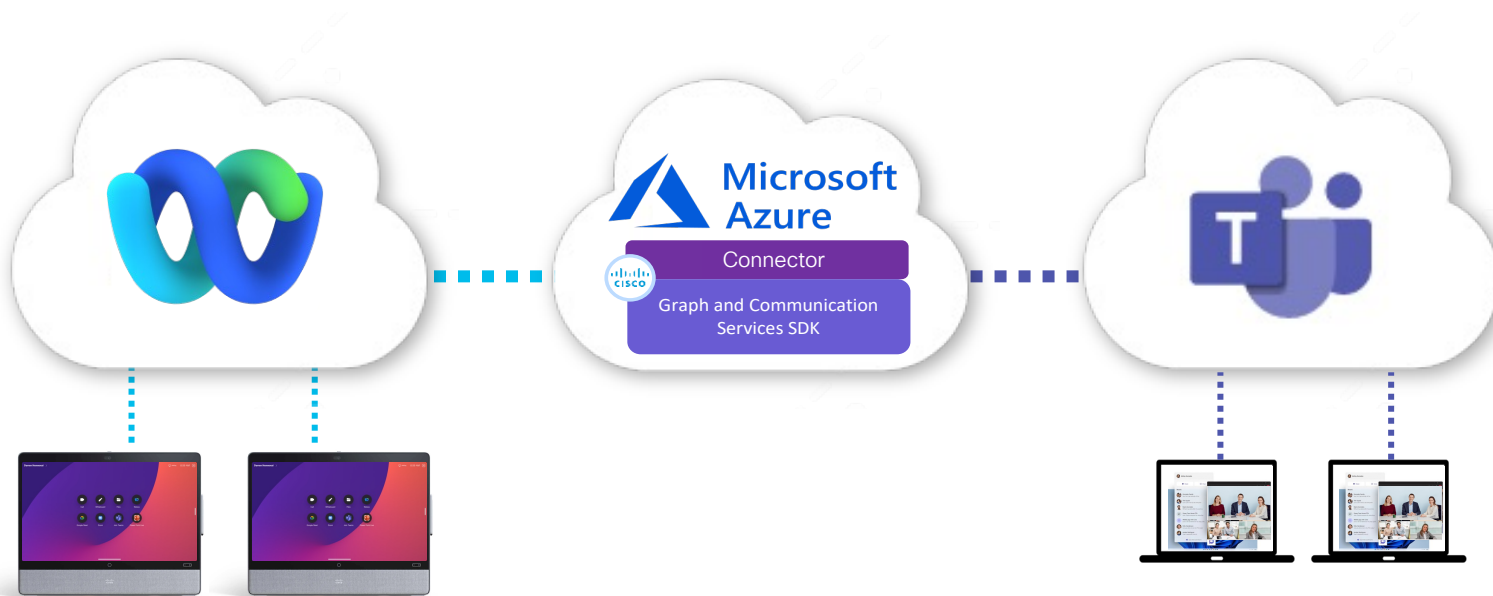
Supported Devices:

- Cloud registered / Cloud aware
- On-premise registered or 3rd party SIP devices

Cisco CVI:

- is a service provided by Cisco through an official agreement with Microsoft
- It does not require on-premise components or software upgrades

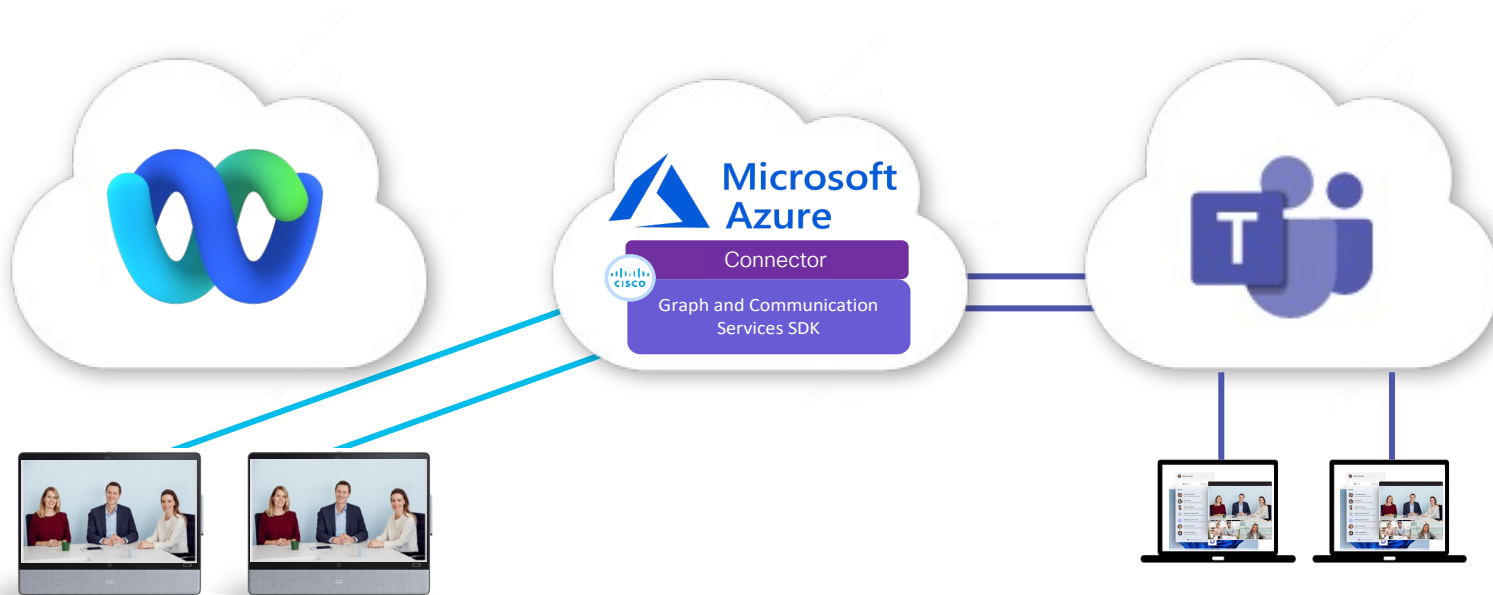
CVI – Signaling Path



- SIP signaling
- Microsoft signaling (SILK)

- On-premise video devices must be able to call the Webex domain (*@m.webex.com) over SIP
- H.323 require interworking to SIP (i.e. VCS/Expressway)

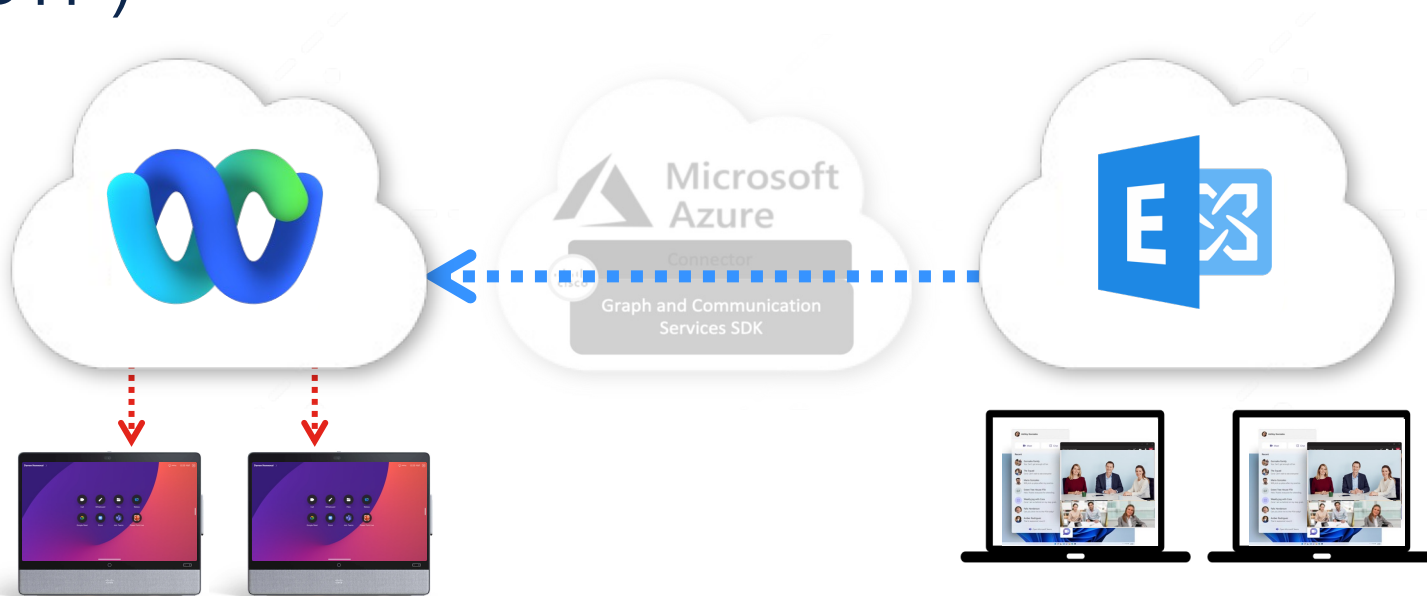
CVI – Media Path



- Single Stream Media
- Microsoft Teams Media

- One video stream per screen (dual screen units have two streams)
- Media of on-premises-registered video devices flows to the Azure DC via the local SIP infrastructure

Calendar service and One Button To Push (OBTP)



- OBTP Traffic
- Graph API

- Calendar integration is required for OBTP
- OBTP is supported for on-premise registered, Webex Cloud registered and Webex Edge for Devices (cloud aware) video devices

Devices connect to the closest Azure Data Center



- US East 2 (VA)
- West Europe (Amsterdam)
- South UK (London)
- Southeast Asia (Singapore)
- Australia East (Sydney)

Control Hub – Services – Hybrid

The screenshot displays the Cisco Webex Control Hub interface, specifically the 'Hybrid' services section. The left sidebar contains navigation options: Overview, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Meeting, Calling, Vidcast, Connected UC, and Hybrid, which is highlighted with a red box). The main content area is titled 'Hybrid' and features a grid of service cards. A red rectangle highlights the top row of cards, which includes three 'Hybrid Calendar' cards for Exchange, Office 365, and Google, and a 'Hybrid Calling for Webex Devices' card. Below these are cards for 'Hybrid Message', 'Video Mesh', 'Serviceability Service', and 'Video Integration' (Microsoft Teams). At the bottom are 'Hybrid Data Security' and 'Webex Monitoring Service'. Each card provides a brief description and a 'Set Up' button. The top of the interface shows the 'webex Control Hub' header, a 'Select Customer' dropdown, a search bar, and user profile icons.

VIMT – CVI Prerequisites

Video Integration

 Microsoft Teams

Join Microsoft Teams meetings from Webex devices. Enable Hybrid Calendar Service to join meetings with One Button To Push (OBTP).

[View Prerequisites](#)

[Learn More](#)

Video Integration

 Microsoft Teams

Join Microsoft Teams meetings from Webex devices. Enable Hybrid Calendar Service to join meetings with One Button To Push (OBTP).

[View Prerequisites](#)

[Set Up](#)

Video Integration Prerequisites

Before you set up the Service, complete the following prerequisites. See the documentation for guidance

[Open Documentation](#)

Steps

- ☐ Licensing for Cisco Webex Video Interoperability for Microsoft Teams
- ☐ Microsoft 365 Tenant with licensed users
- ☐ Microsoft Teams deployed
- ☐ Microsoft 365 Global Administrator to accept Azure app permissions
- ☐ Ability to run Microsoft PowerShell commands
- ☐ SIP Address for Cisco Webex Calling configured for your Webex organization

VIMT – CVI – Authorisation and Permissions

Video Integration Setup

Microsoft Teams

The Microsoft Teams Meetings Video Integration Service needs permission to access Microsoft 365 on behalf of your users.

Click **Authorize** to sign into Microsoft and accept [permissions](#) for the service. After you accept, your browser should redirect you back here. If you are not redirected shortly, return to admin.webex.com and start this process again.

Authorize



Pick an account



Dave Lloyd
dave@lloydcorporate.com
Signed in



Dave Lloyd (davilloyd)
davilloyd@cisco.com
Signed in



Use another account



dave@lloydcorporate.com

Permissions requested Review for your organization



Webex Video Integration for MS Teams



This app would like to:

- ✓ Read domains
- ✓ Initiate outgoing 1 to 1 calls from the app
- ✓ Initiate outgoing group calls from the app
- ✓ Join group calls and meetings as an app
- ✓ Join group calls and meetings as a guest
- ✓ Access media streams in a call as an app
- ✓ Read online meeting details
- ✓ Sign in and read user profile

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

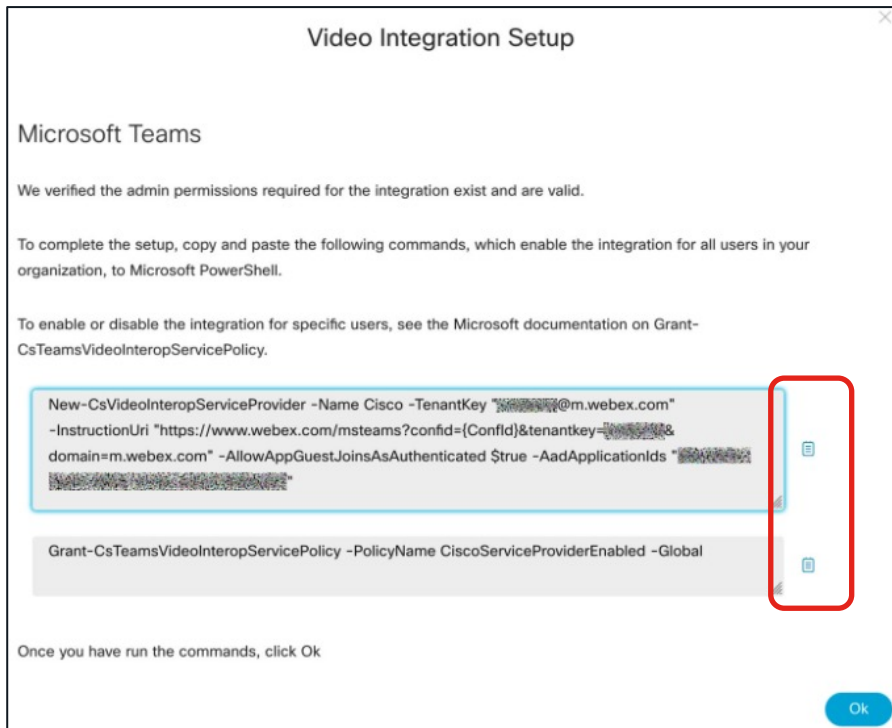
Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel

Accept

VIMT – CVI – PowerShell commands



Install-Module MicrosoftTeams -AllowClobber

Import-Module MicrosoftTeams

Connect-MicrosoftTeams

New-CsVideoInteropServiceProvider

Grant-CsTeamsVideoInteropServicePolicy -PolicyName

CiscoServiceProviderEnabled -Global

OR

Grant-CsTeamsVideoInteropServicePolicy -PolicyName

CiscoServiceProviderEnabled -Identity jamie.smith@company.com

OR...

A containerised option...

Microsoft Teams invite for CVI

Join Link for
App & Web App



Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Meeting ID: 281 979 898 269

Passcode: ih5wky

[Download Teams](#) | [Join on the web](#)

Video IVR Address



Join with a video conferencing device

cumulusorg@m.webex.com

Video Conference ID: 117 920 402 6

[Alternative VTC instructions](#)

[Learn more](#) | [Meeting options](#)

CVI Specific
Conference Number



MSFT Teams
Join Info

CVI Join Info
(enabled via
PowerShell)

VIMT – CVI – Next Steps?

- Make sure your devices are registered into the Webex Cloud
 - Or linked to the cloud using Edge for Devices
- Hybrid Calendar service to enable OBTP

Smart Secure Hot Desking

Hot Desk via QR Code or USB-C

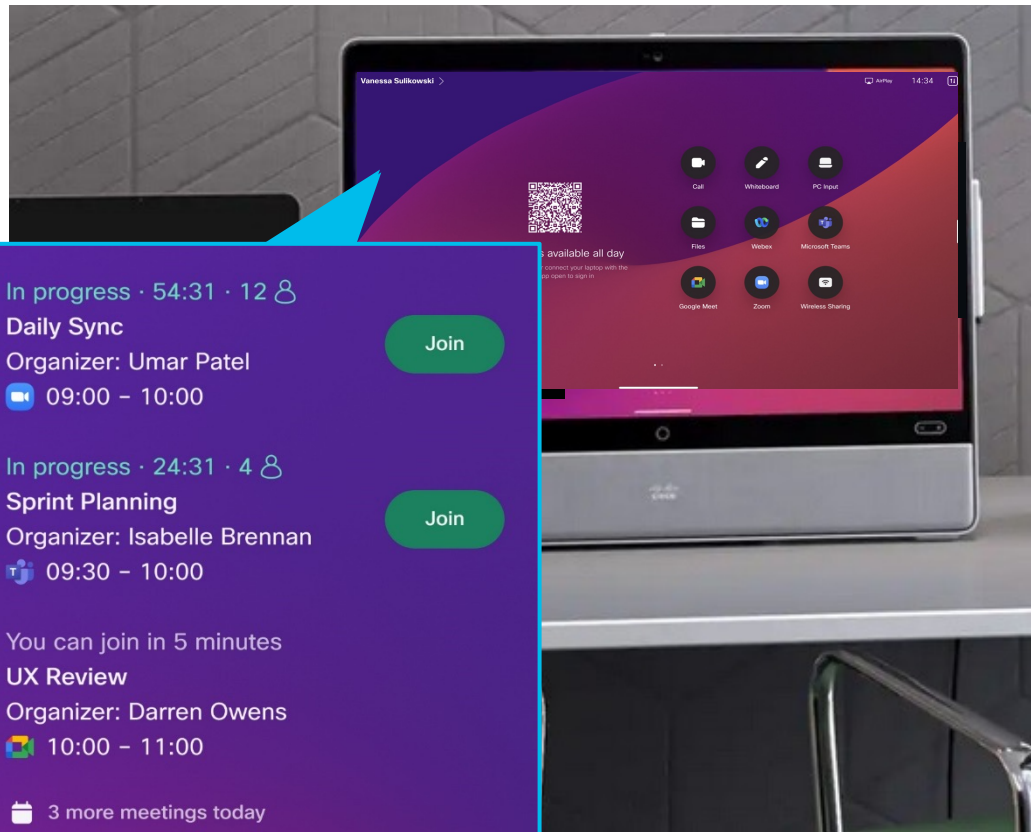
- Webex calling number
- Join, Make & Receive Calls
- all Meetings types with OBTP
- Presence and Status sync
- Call History
- Favourites



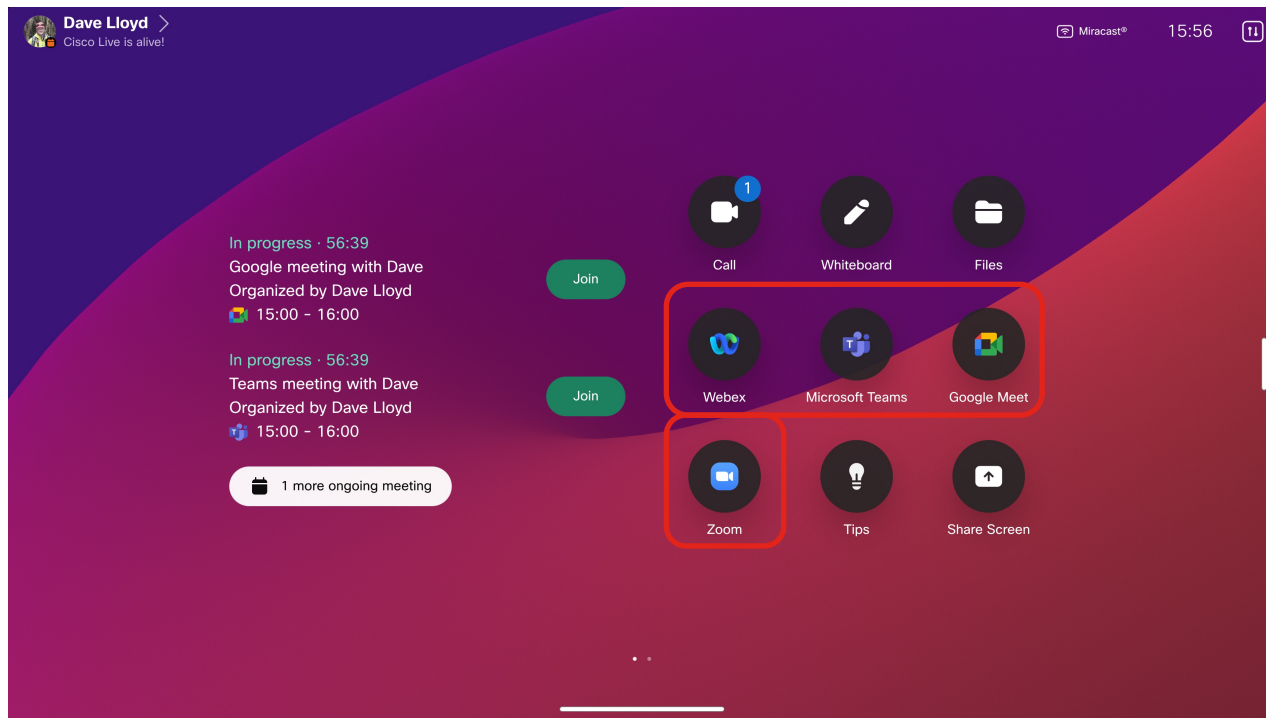
88xx Phones

Join One button to push for every space

CISCO Live!

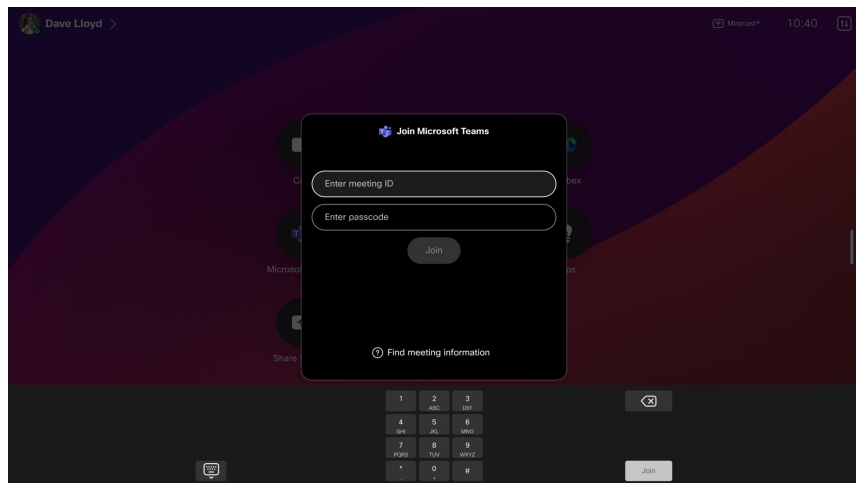
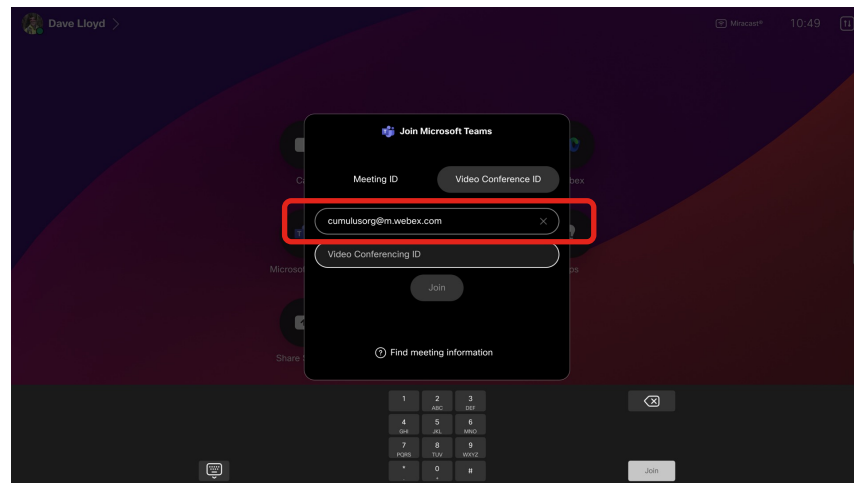


Ad-hoc meetings capability



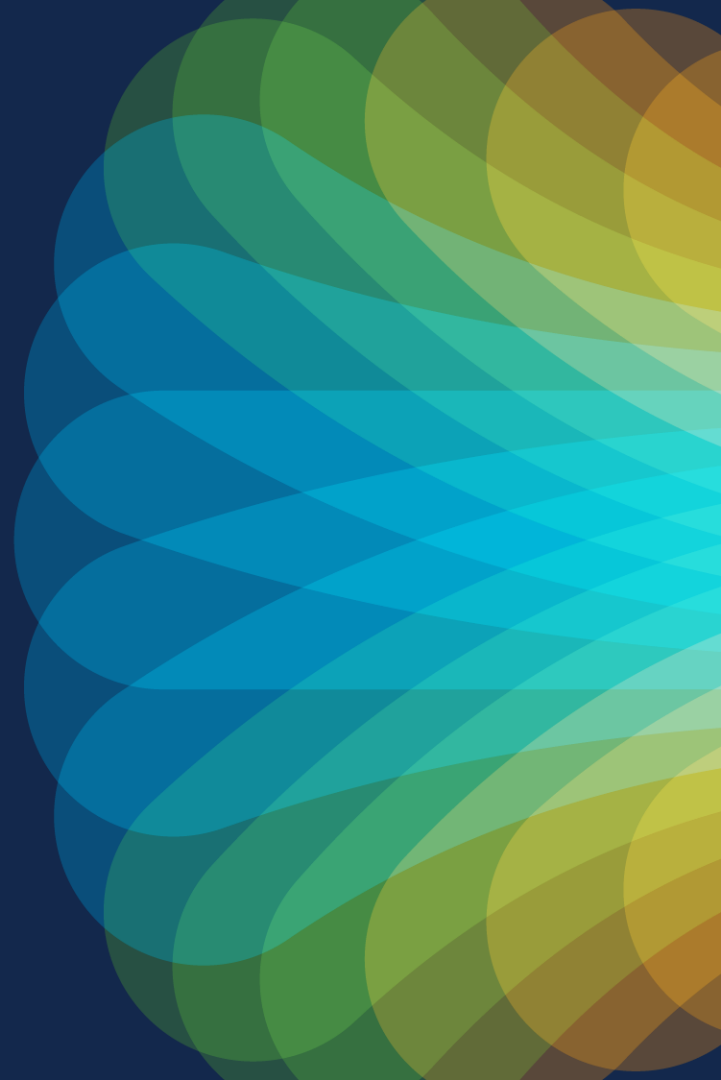
Beta – VIMT CVI & WebRTC Ad-hoc meeting join

MeetingJoin CVITenants	<input type="text" value="cumulusorg@m.webex.com"/>	(0 to 255 characters)
JoinMicrosoftTeamsCVI	<input type="text" value="Auto"/>	▼
JoinMicrosoftTeamsDirectGuestJoin	<input type="text" value="Auto"/>	▼



Microsoft Teams Room

RoomOS / MTRoA



Cisco Devices for Microsoft Teams Rooms

A complete suite of **certified** video endpoints



Room Kit Pro



Room Bar



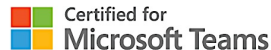
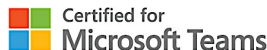
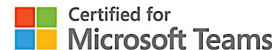
Room Kit EQ



Desk Pro



Board Pro



Available Now

And Introducing

Cisco Room Kit EQX Design meets performance

- All-in-one conference room setup
- Flagship meeting room experience
- Super simple to deploy at scale

Public beta and official certification for
Microsoft Teams Rooms expected in Q4
2023



Calling Interop

Cisco Phones and the Microsoft SIP Gateway

Microsoft SIP Gateway

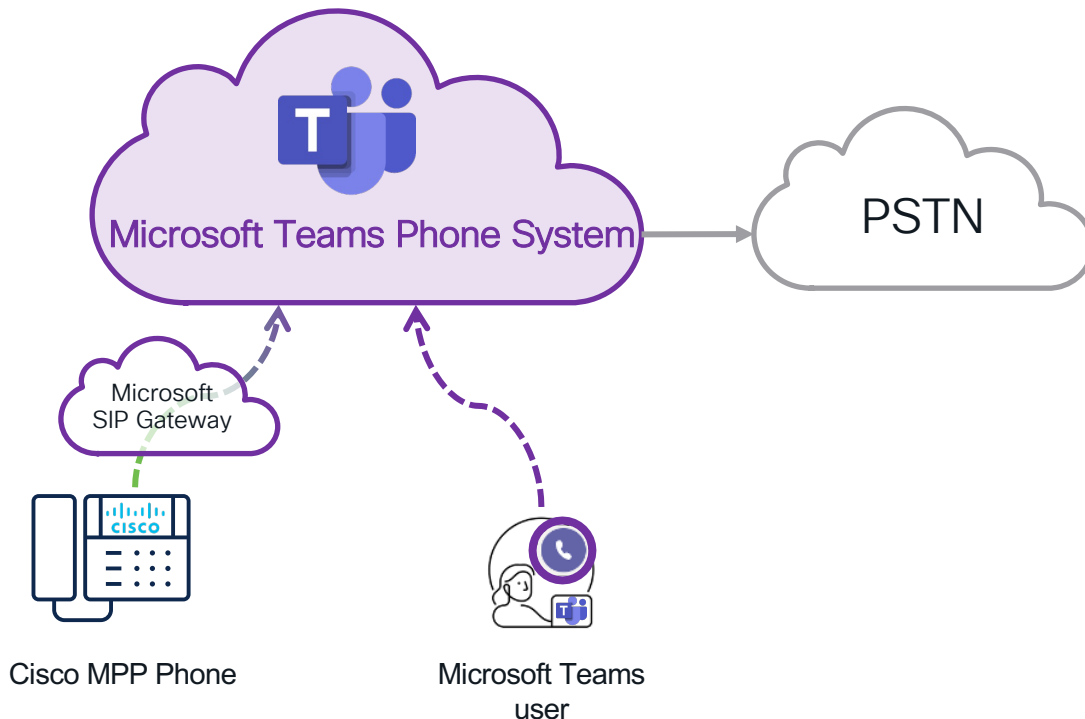
Concept

Microsoft SIP Gateway allows registration of SIP Phones in Microsoft Phone System.

Cisco MPP phones are listed as compatible with Microsoft SIP Gateway, although this solution is not certified by Cisco.

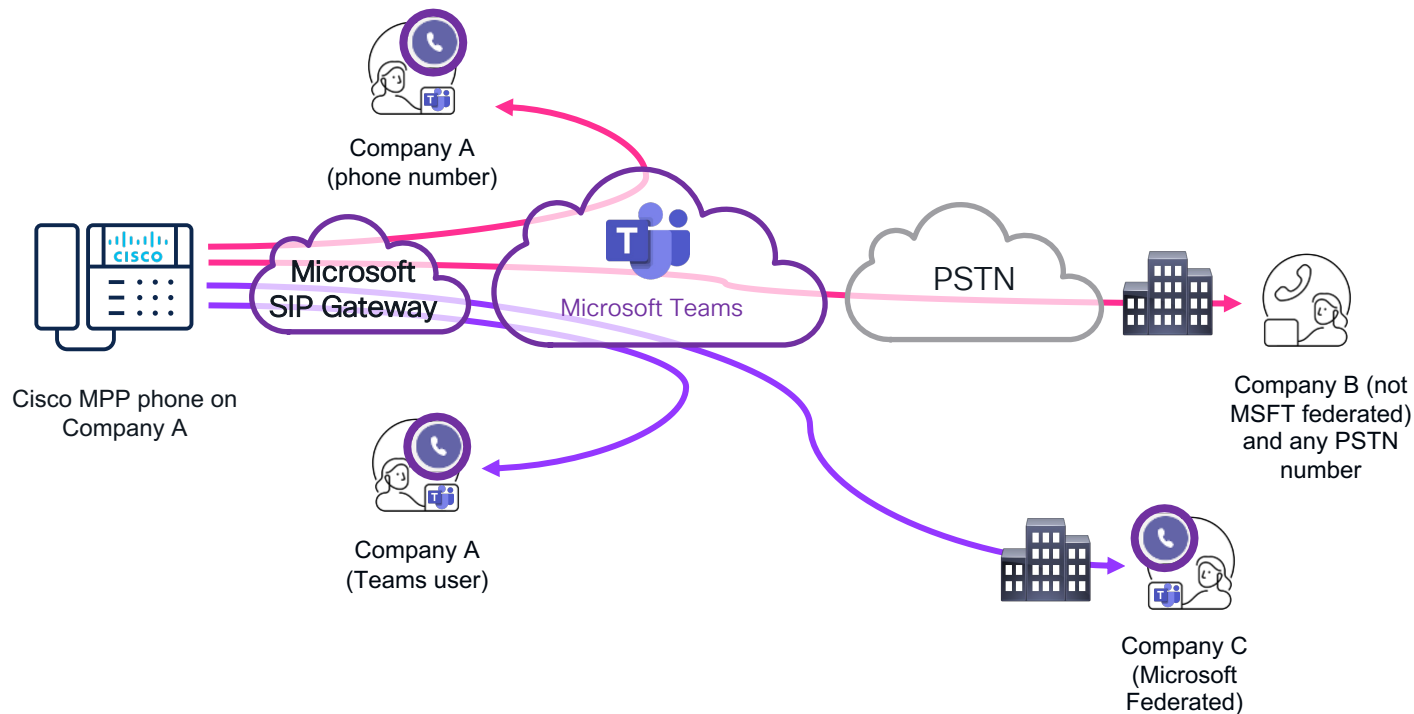
Limitations include:

- No Presence on Call Queues
- No softkey templates
- No survivability (SBA)
- No shared-lines
- Incomplete device info on Teams Admin Center

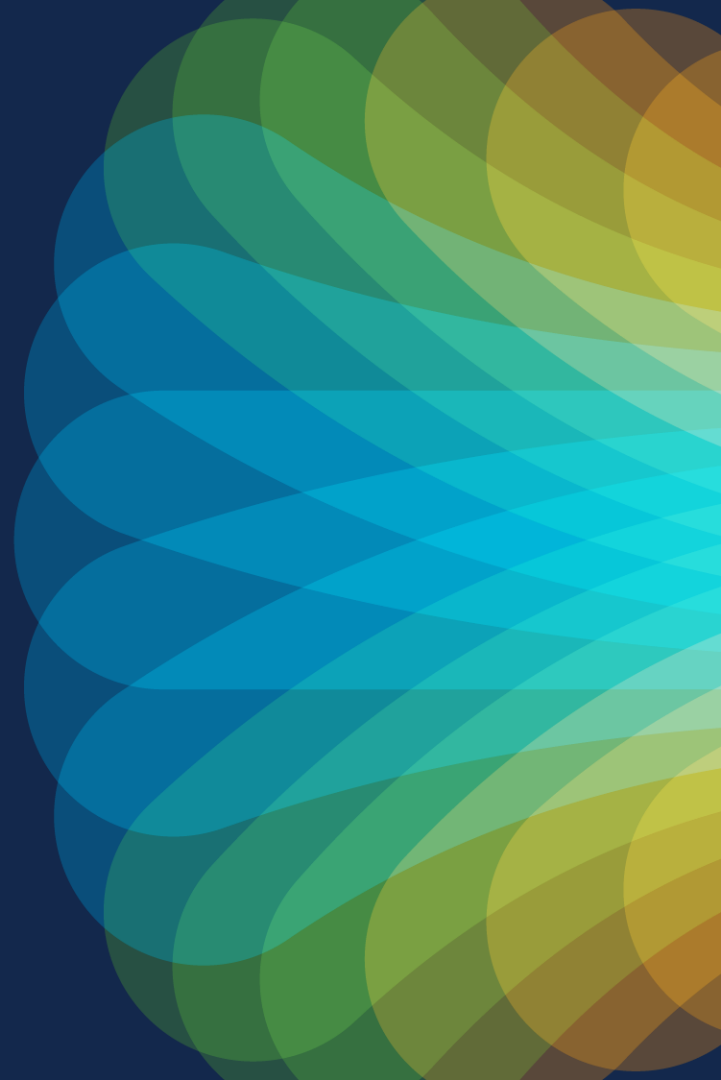


Microsoft SIP Gateway

Intracompany and B2B Architecture



Direct Routing for Microsoft Phone System

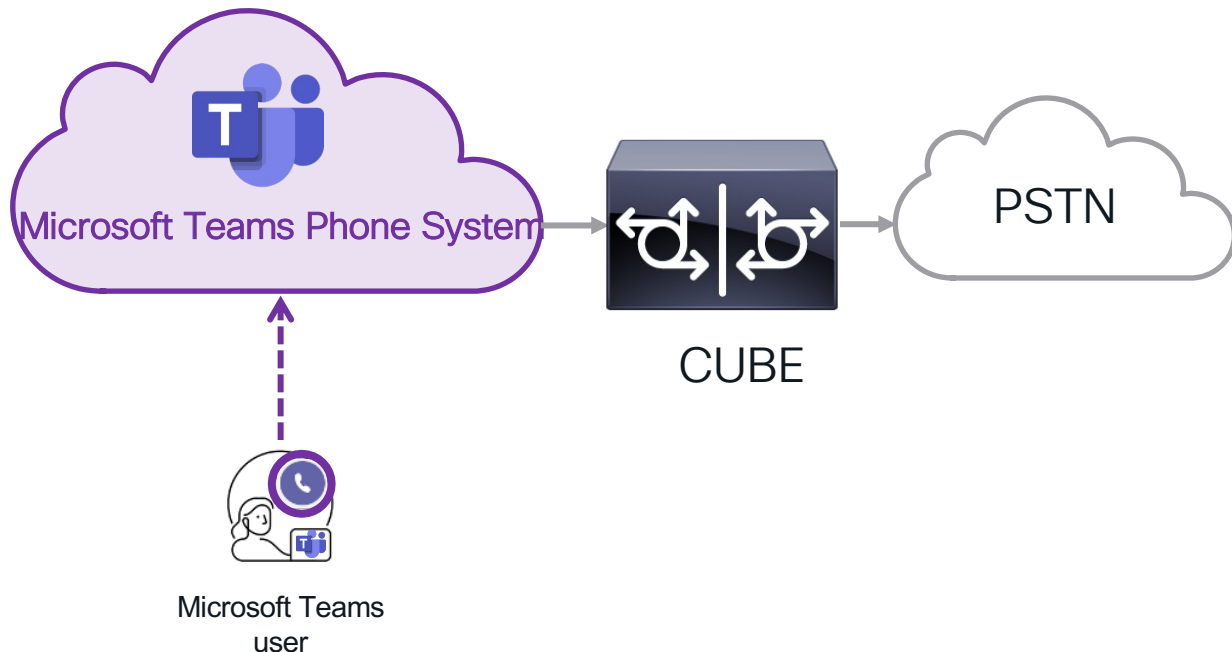


Microsoft Direct Routing with CUBE

Concept

With Microsoft Direct Routing, you can configure on-premises PSTN connectivity with Microsoft Teams client.

CUBE is a certified SBC for Microsoft Direct Routing



CUBE for Direct Routing to the PSTN

CUBE certification supports:

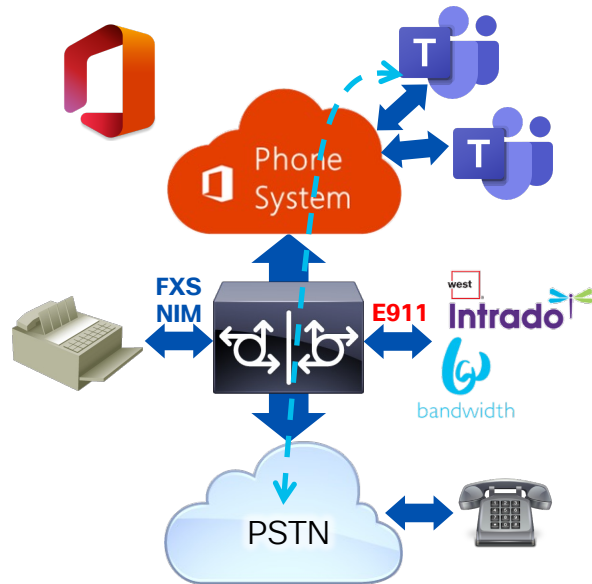
- ✓ Calls between Teams Calling and PSTN SIP trunks
- ✓ Media Bypass
- ✓ High Availability
- ✓ E911 Calling with Intrado and Bandwidth
- ✓ Interworking with Cisco Telephony Adapters

CUBE-Version tested: 14.4 (IOS-XE 17.6.1a or later)

Requires CUBE trunk licenses

Documentation

- Use the Direct Routing PSTN [application note](#)
- Additional, application-specific [configuration notes](#) to simplify your deployment



<https://www.cisco.com/c/dam/en/us/solutions/collateral/enterprise/interoperability-portal/direct-routing-with-cube.pdf>

I have CUCM already
connected to the PSTN. Can I
do Direct Routing and make
calls between MSFT Teams
Phone System and CUCM?

YES, BUT...

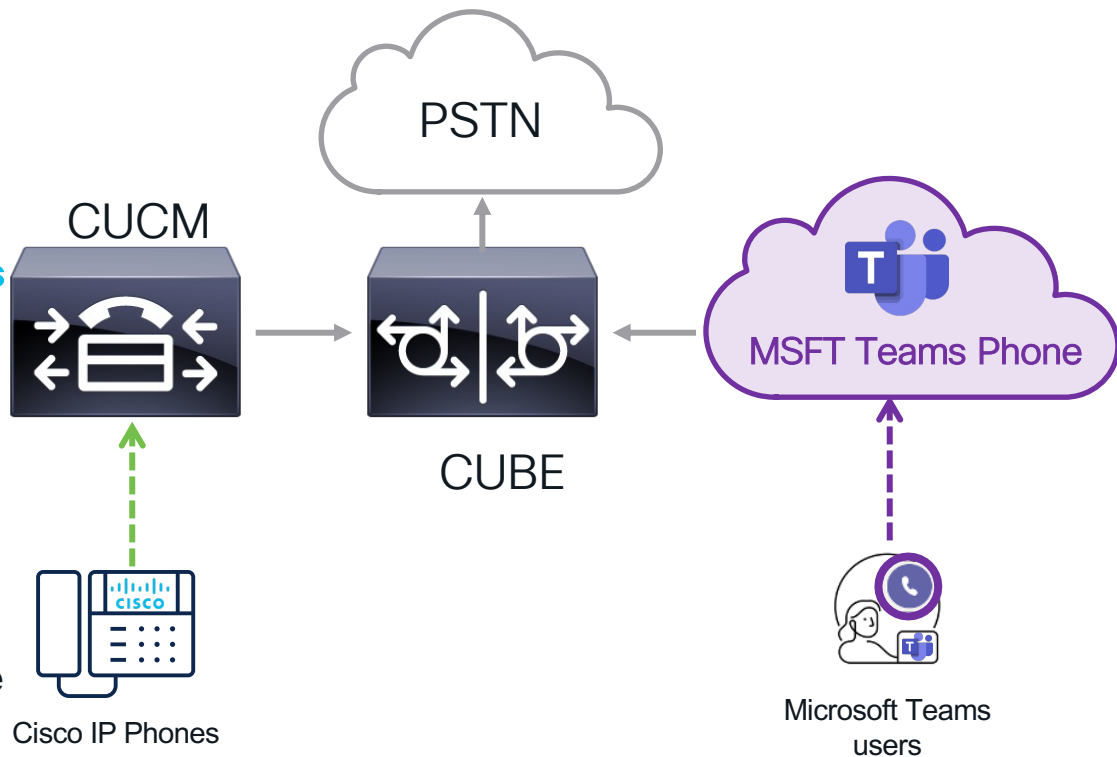
Microsoft Direct Routing with CUCM via CUBE

Tested Network Topology

Customers using Microsoft Phone System have the option of not only connecting to the PSTN using CUBE, but also **to an internal phone system such as Cisco Unified Communications Manager.**

This is not a recommended solution, but it has been tested and documented for your reference.

The following topology uses a co-resident CUBE for Direct Routing. You can also use a dedicated CUBE instance for Direct Routing and an additional gateway for connection to the PSTN.

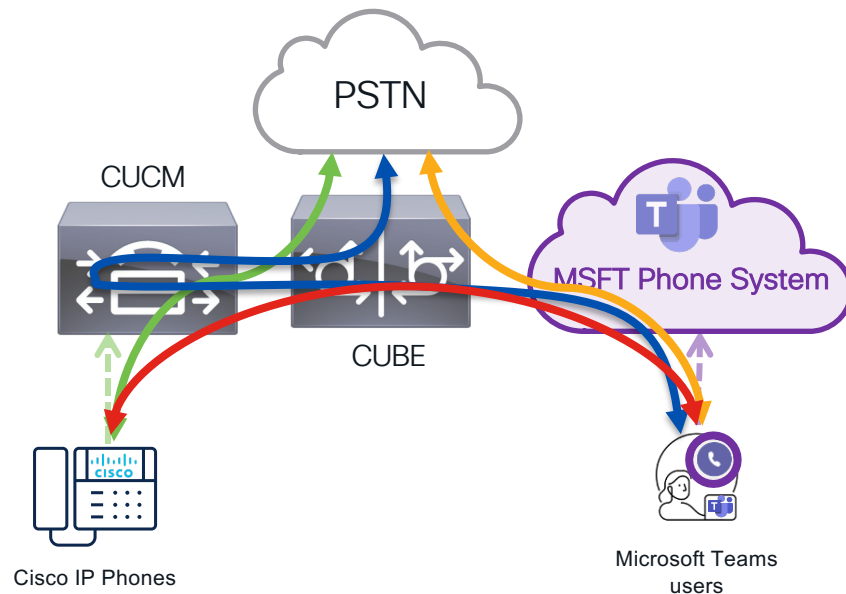


<https://www.cisco.com/c/dam/en/us/solutions/collateral/enterprise/interoperability-portal/direct-routing-for-communications-manager-via-cube.pdf>

Direct Routing through CUCM via CUBE and Interworking with CUCM

Supported Call Paths

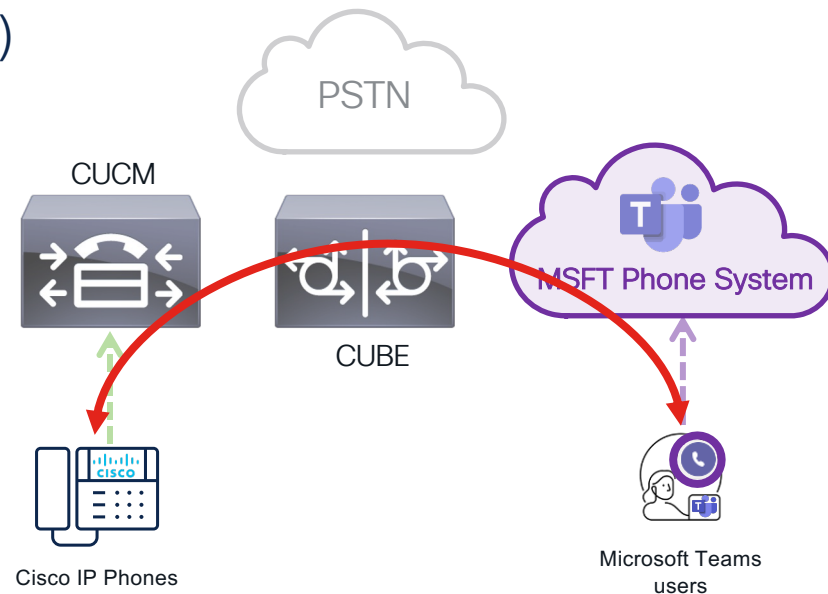
- Calls between Cisco Phones and the PSTN
- Calls between Microsoft Teams users and the PSTN via CUBE (Direct Routing)
- Calls between Microsoft Teams users and the PSTN via CUCM and CUBE (Direct Routing)
- Calls between Cisco Phones and Microsoft Teams users (limitations apply)



Interworking Cisco UCM with Microsoft Phone System via CUBE

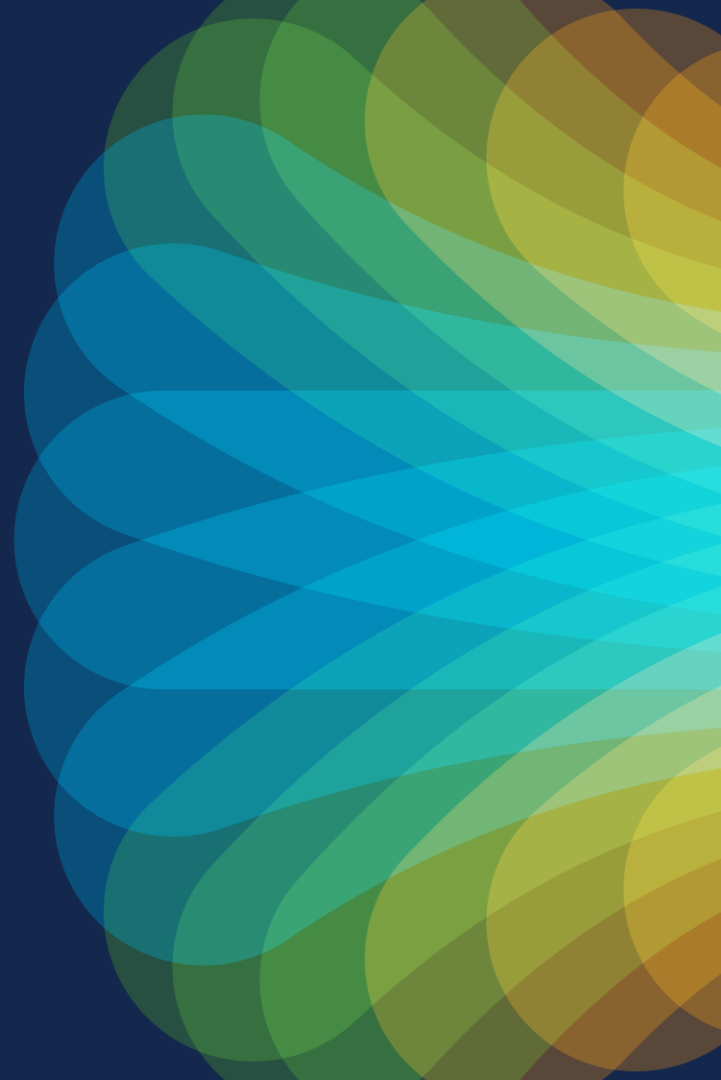
Limitations highlights (just to name a few)

- Direct routing for Microsoft Phone System **does not support video codecs**, therefore only audio calls can be established between Cisco UCM and Microsoft Phone System clients using this solution.
- **Lines cannot be shared** between Cisco UCM and Microsoft Phone System clients.
- Call completion (**call-back**, automatic call-back) is **not possible** when calling a Microsoft Phone System number from Cisco UCM.
- ...



<https://www.cisco.com/c/dam/en/us/solutions/collateral/enterprise/interoperability-portal/direct-routing-for-communications-manager-via-cube.pdf>

Webex App integration with Microsoft Teams



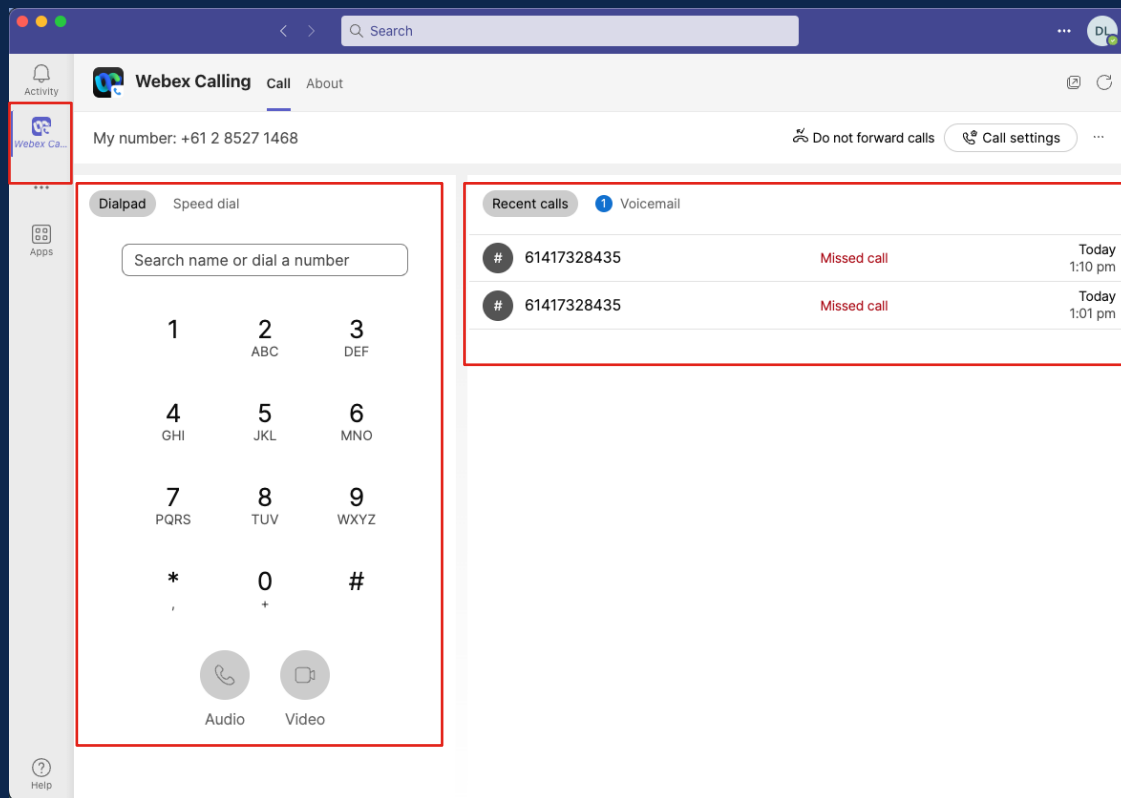
An alternative to Direct Routing

Client-side integrations

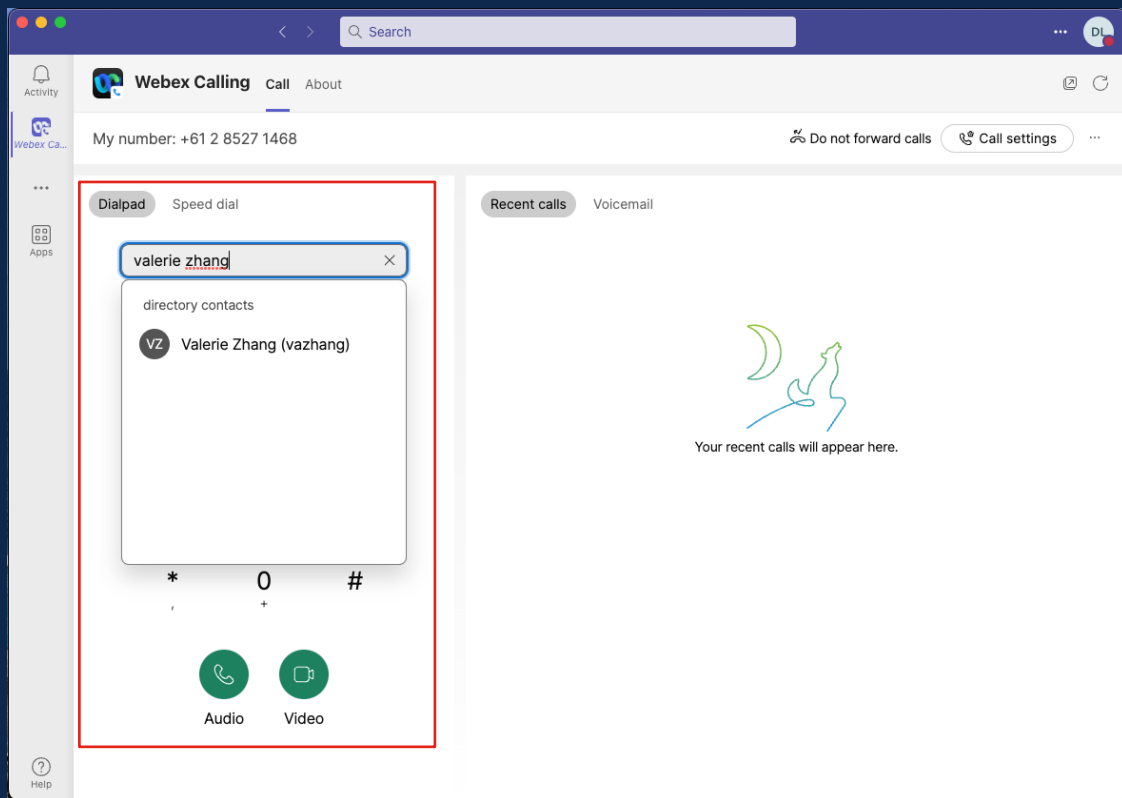
What we support and suggest is the **Webex App integration within Microsoft Teams.**

It is a client-side integration where the Webex app is co-present with the Microsoft Teams app on the desktop/mobile, and where we are enhancing the user experience such that the Webex app will remain hidden, and the end user would not notice the "cross launch" when placing or receiving calls

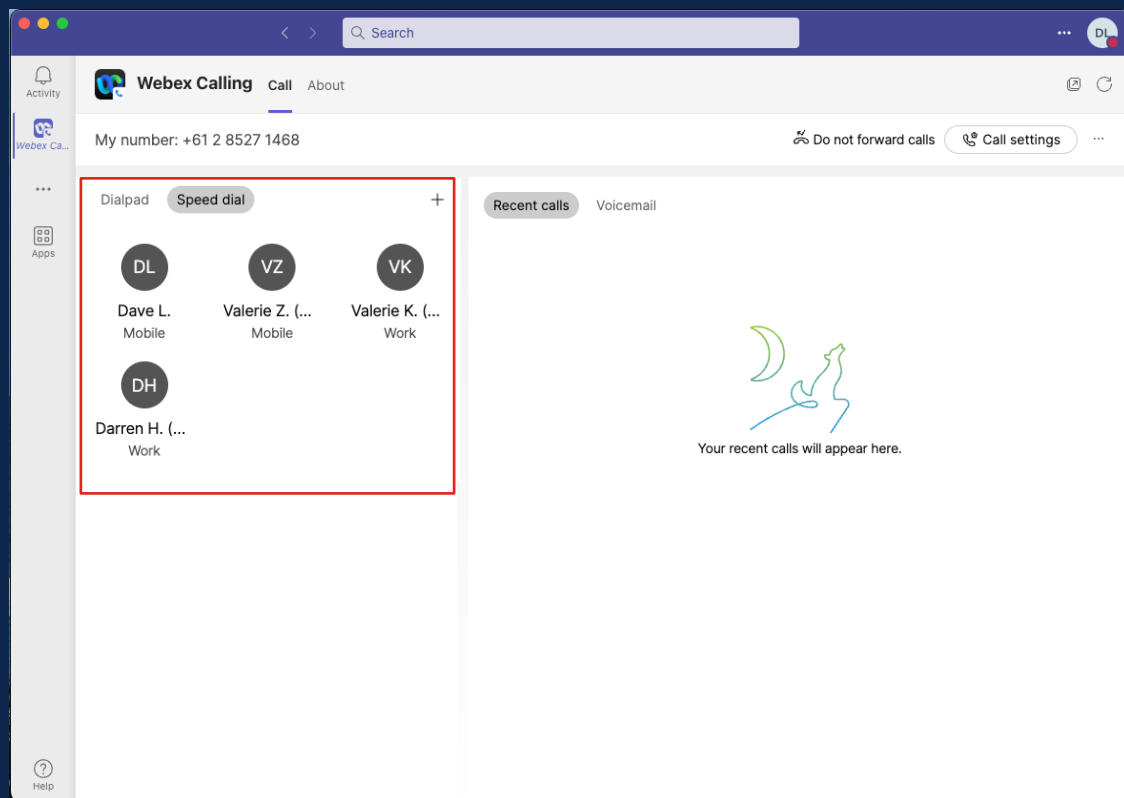
Webex Calling integration with Microsoft Teams



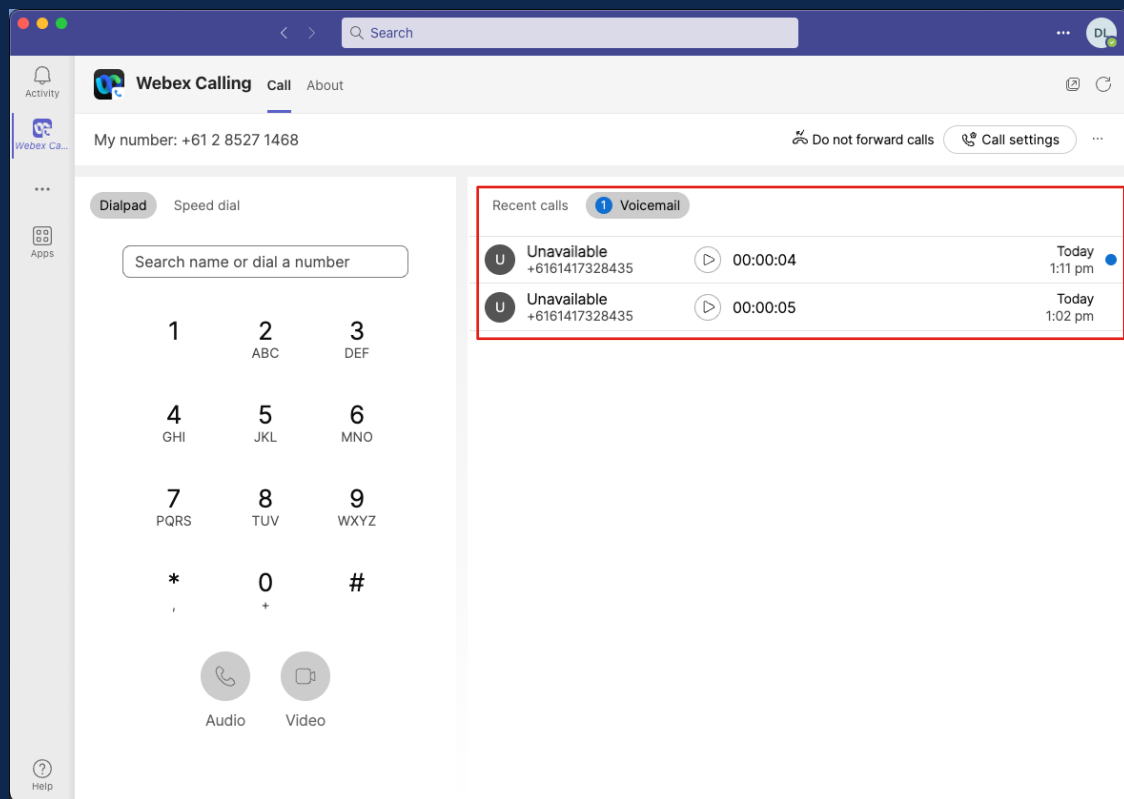
Webex Calling integration with Microsoft Teams



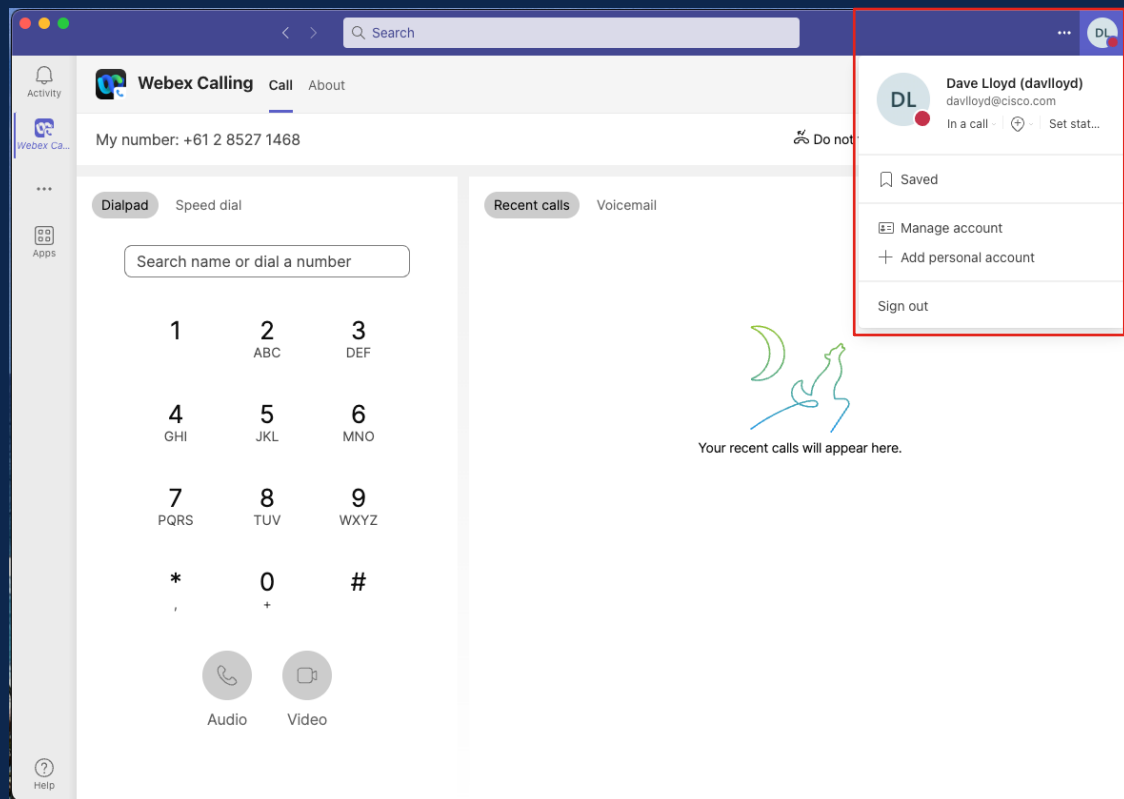
Webex Calling integration with Microsoft Teams



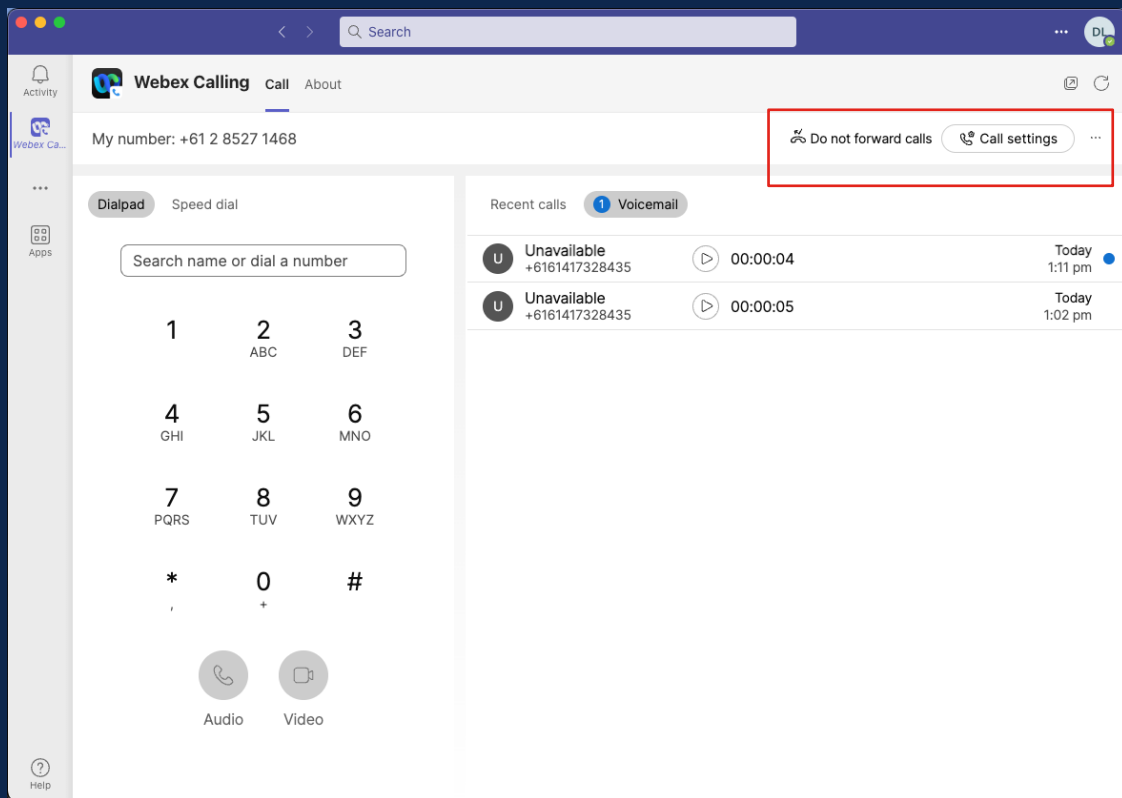
Webex Calling integration with Microsoft Teams



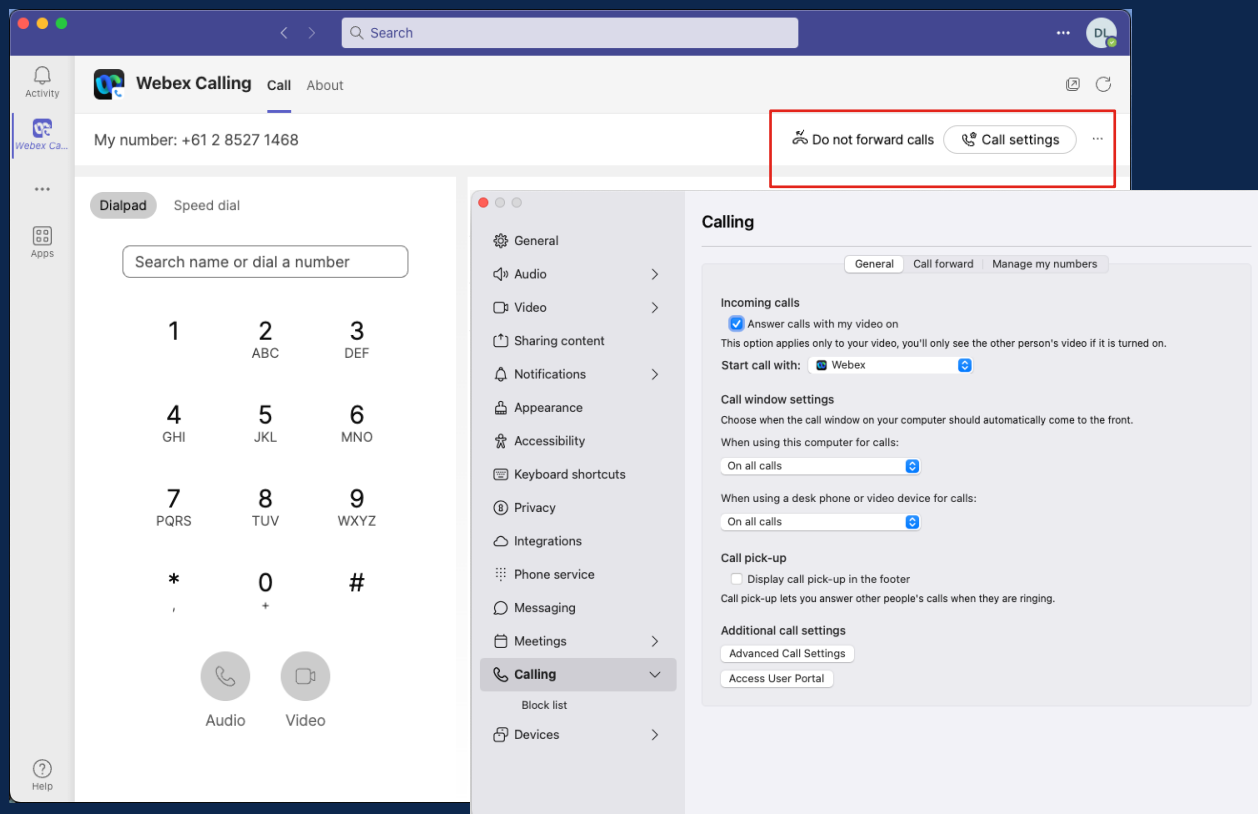
Webex Calling integration with Microsoft Teams



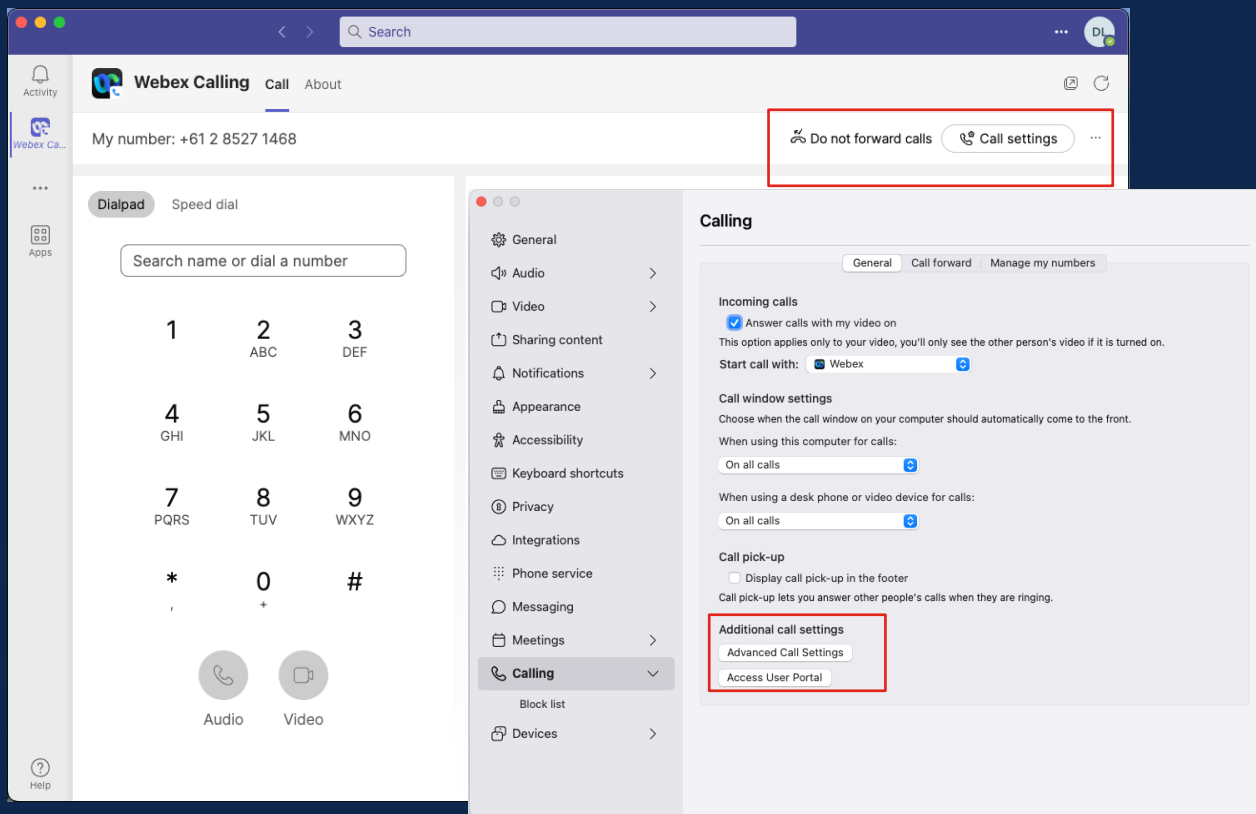
Webex Calling integration with Microsoft Teams



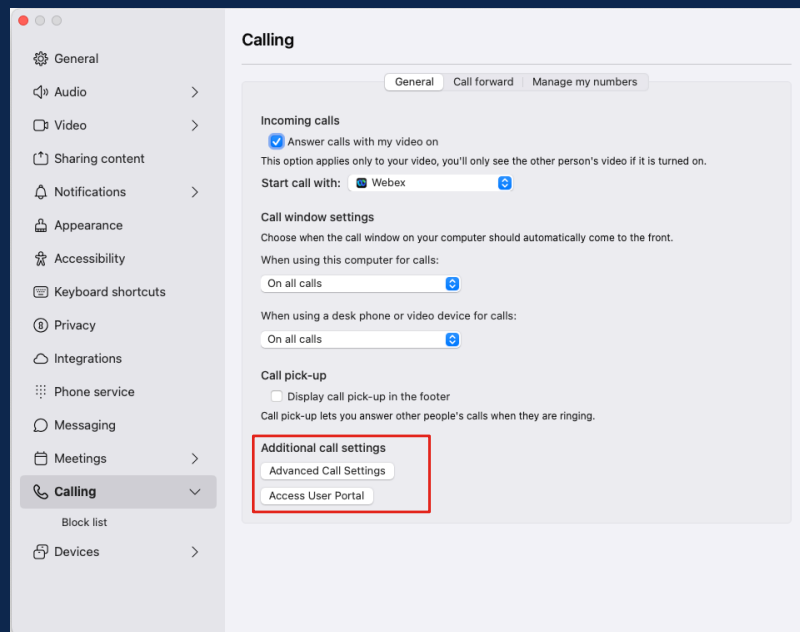
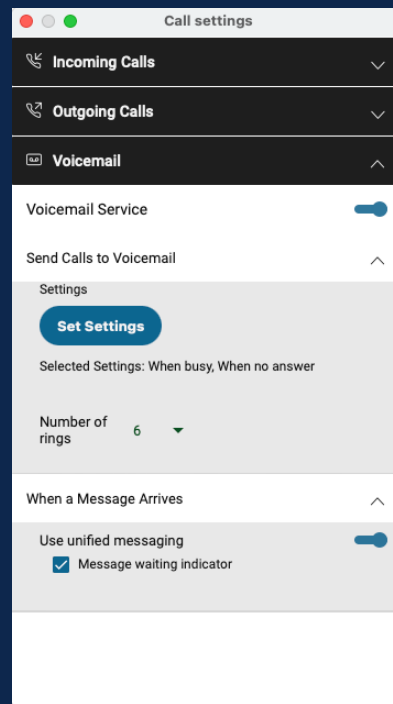
Webex Calling integration with Microsoft Teams



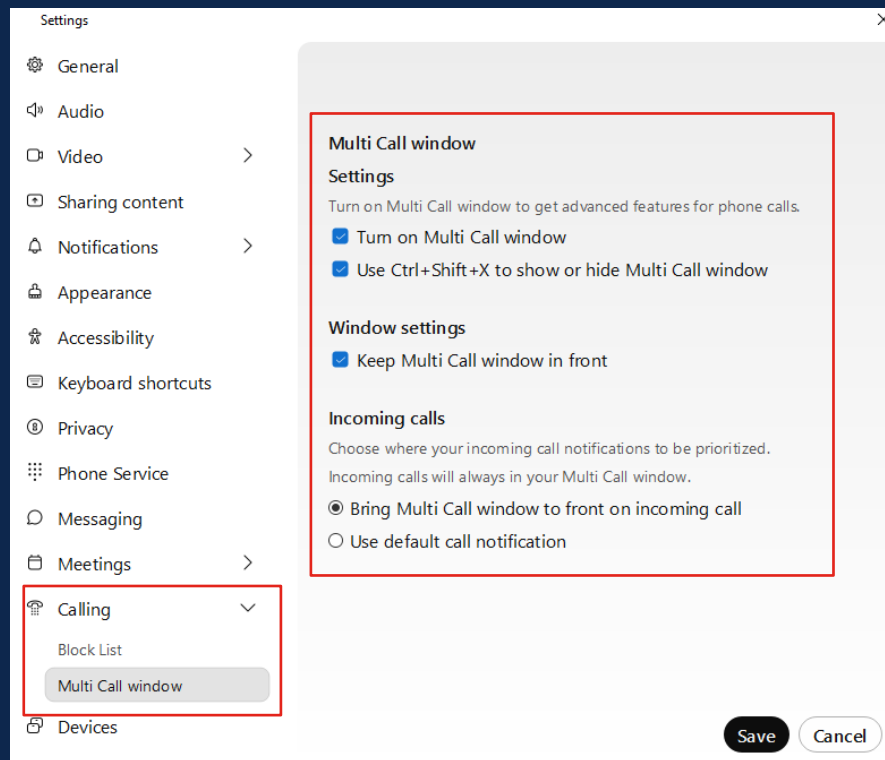
Webex Calling integration with Microsoft Teams



Webex Calling integration with Microsoft Teams



Microsoft Teams on Windows – Settings

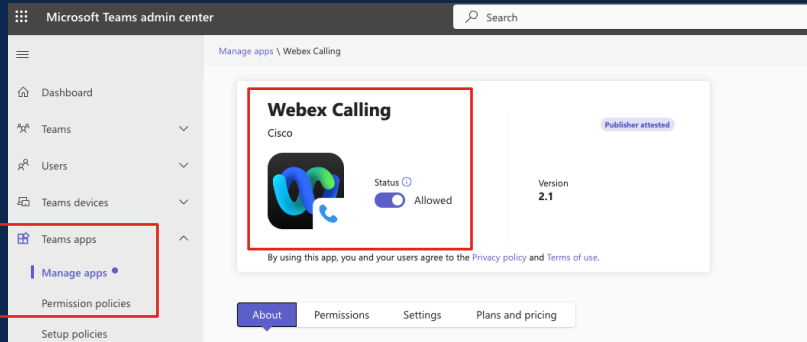
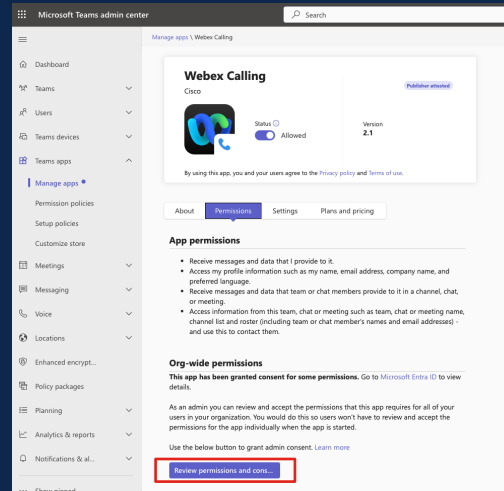
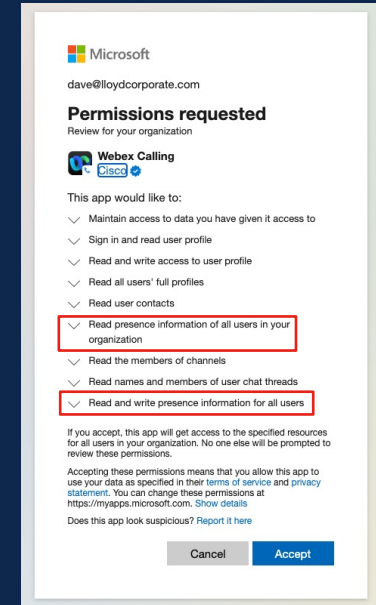


Configure Microsoft Teams for Webex Calling

- Prerequisites
 - Microsoft Teams Administrator & Admin Access to Control Hub
 - Webex Calling licenses (or CUCM or Webex for BroadWorks)
 - Webex App and Microsoft Teams installed
 - On-prem AD or Azure User sync into Control Hub Common Identity

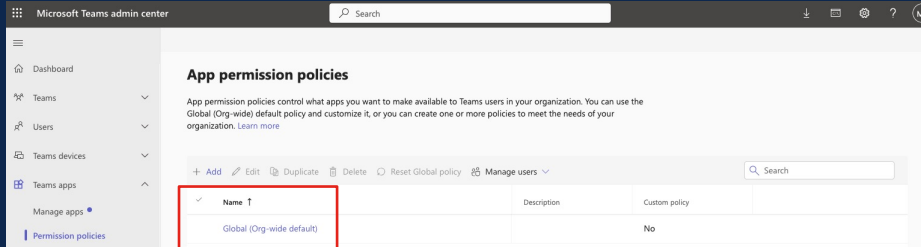
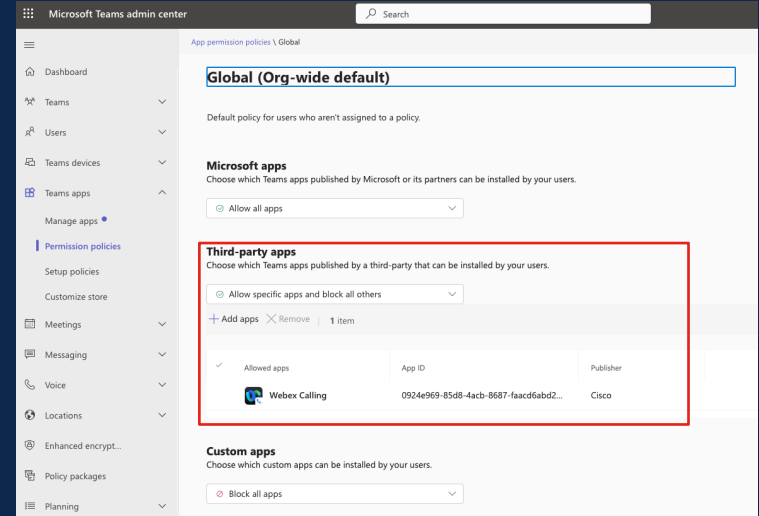
Microsoft Teams Admin Center

• Dashboard – Teams apps – Manage Apps



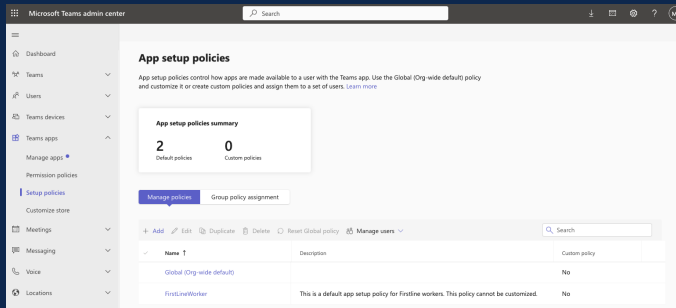
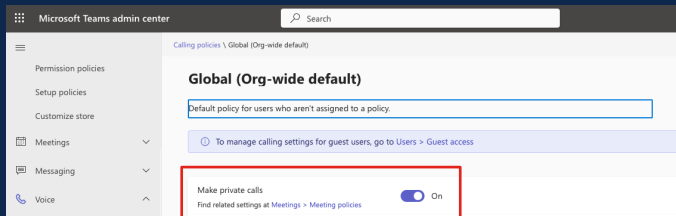
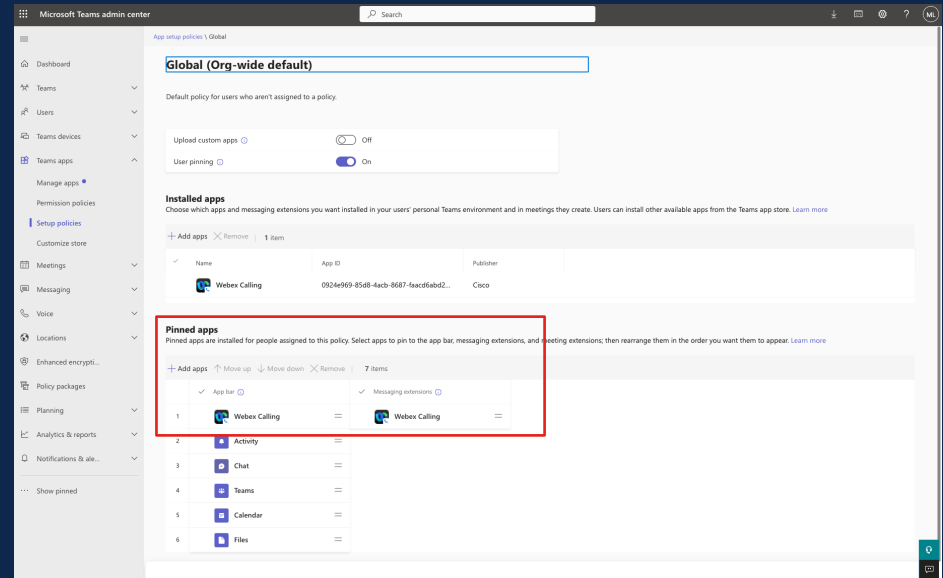
Microsoft Teams Admin Center

- Dashboard – Teams apps – Permission Policies



Microsoft Teams Admin Center

- Dashboard – Teams apps – Setup Policies



Control Hub – Org wide settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Vidcast

Connected UC

Hybrid

enterprise2 - sipinterop.net

Microsoft Teams integration

Set this organization's Webex Calling experience when integrated with Microsoft Teams.

Set the organization default. To make exceptions, go to user settings or calling templates.

☒ Set Microsoft Teams as the default app for multi-call window

☒ Presence sync
Sync presence status between Microsoft Teams and Webex. [Learn More](#)

☒ Hide Webex windows
Webex will continue to run but its windows will be closed by default. Users can still access Webex from the system tray on Windows or the Menu Bar on Mac.

Webex status	Microsoft Teams status
 On a call	 In a call
 In a meeting (This status syncs only from Webex to Teams)	 In a call
 Presenting	 Presenting
 Do not disturb	 Do not disturb

Control Hub – User specific settings

The screenshot displays the Cisco Webex Control Hub interface. The top navigation bar includes the 'webex Control Hub' logo, a 'Select Customer' dropdown, a search bar, and user profile icons. The left sidebar contains navigation links for Overview, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations). The 'Users' link in the MANAGEMENT section is highlighted with a red box. The main content area shows the 'Users' page for 'Dave Lloyd' (Active, dave_wx4bwks@sipinterop.net). The 'Calling' tab is selected and highlighted with a red box. Below the tabs, it shows 'Calling template applied: None' with 'Overridden' and 'Reset' buttons. The 'Cisco Webex SIP Address' section includes 'Primary Work Number' (+61290467285) and 'Extension' (7285). The 'Client Settings' section is highlighted with a red box and contains 'In-call features' and 'Microsoft Teams integration'. A tooltip points to the 'Microsoft Teams integration' setting, stating: 'These user settings determine the default behaviors when Webex Calling is integrated with MS Teams.'

Control Hub – User specific settings

**Dave Lloyd**

● Active · dave_wx4bwks@sipinterop.net

Actions ▾

SummaryProfileGeneralMeetings**Calling**MessagingHybrid ServicesDevicesVidcast

< Calling

MS Teams Integration

Set the default experience for users when Webex Calling is integrated into Microsoft Teams.

☐ 

Set Microsoft Teams as the default app for multi-call window

☐ 

Presence sync

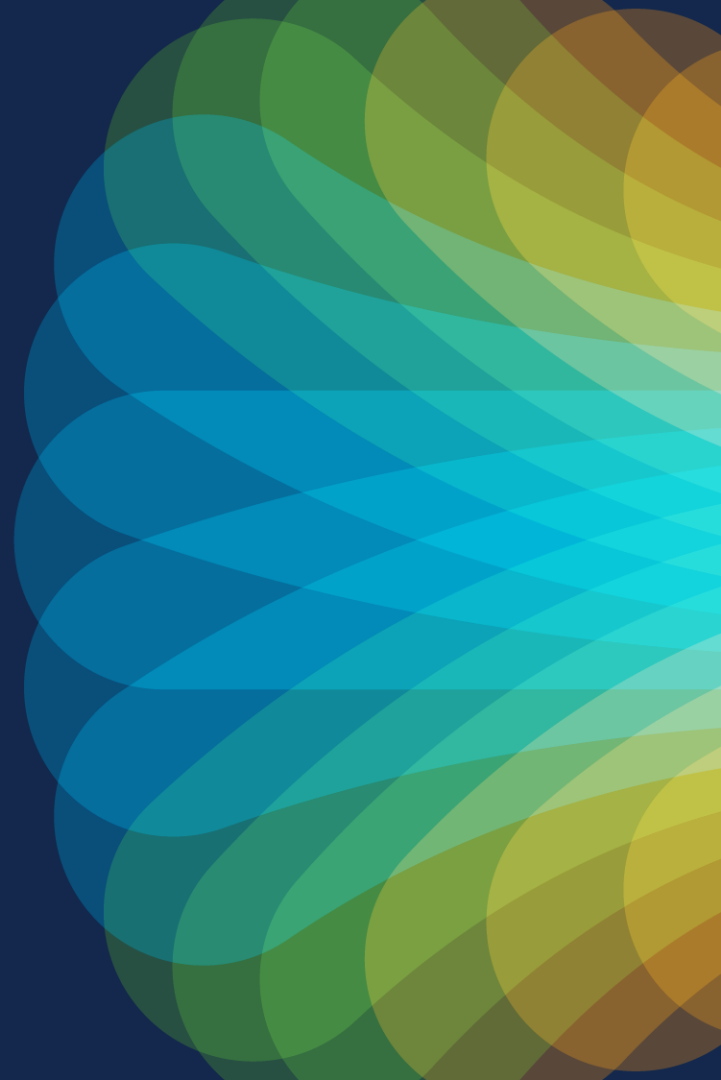
Sync presence status between Microsoft Teams and Webex. [Learn More](#)

☒ 

Hide Webex windows

Webex will continue to run but its windows will be closed by default. Users can still access Webex from the system tray on Windows or the Menu Bar on Mac.

Calling Demo



Microsoft Teams – Incoming call (Line 1)

The screenshot displays the Webex Calling interface within the Microsoft Teams application. The interface is divided into several sections:

- Header:** Includes a search bar and navigation tabs for "Webex Calling", "Call", and "About".
- Left Sidebar:** Contains navigation icons for Activity, Chat, Teams, Calendar, Files, Calls, Admin, and Apps.
- Main Content Area:**
 - Top Bar:** Displays "My number: +61290467201" (highlighted with a red box) and options for "Do not forward calls" and "Call settings".
 - Dialpad:** Features a "Search name or dial a number" field and a numeric keypad with letters (e.g., 1-9, *, 0, #). Below the keypad are "Audio" and "Video" call buttons.
 - Recent calls:** A list of missed calls from Wendy Lloyd (7203) and Darren Henwood (7202). The most recent call from Darren Henwood (7202) is highlighted with a red box.
- Call Notification:** A pop-up notification for an incoming call from "Darren Henwood: 7202" (Extension: 7202). The notification includes a "Message" button, a "Decline" button, and an "Answer" button. The entire notification is highlighted with a red box.



Microsoft Teams – Incoming call (Line 2)

The screenshot displays the Webex Calling interface within the Microsoft Teams application. The top navigation bar includes a search bar and a user profile icon. The main interface is divided into three sections: a left sidebar with navigation icons, a central dialpad, and a right-hand panel for call management.

Left Sidebar: Contains icons for Activity, Chat, Teams, Calendar, Files, Calls, Admin, and Apps.

Central Dialpad: Features a search bar labeled "Search name or dial a number" and a numeric keypad with letters (e.g., 1-9, *, 0, #). Below the keypad are "Audio" and "Video" call buttons.

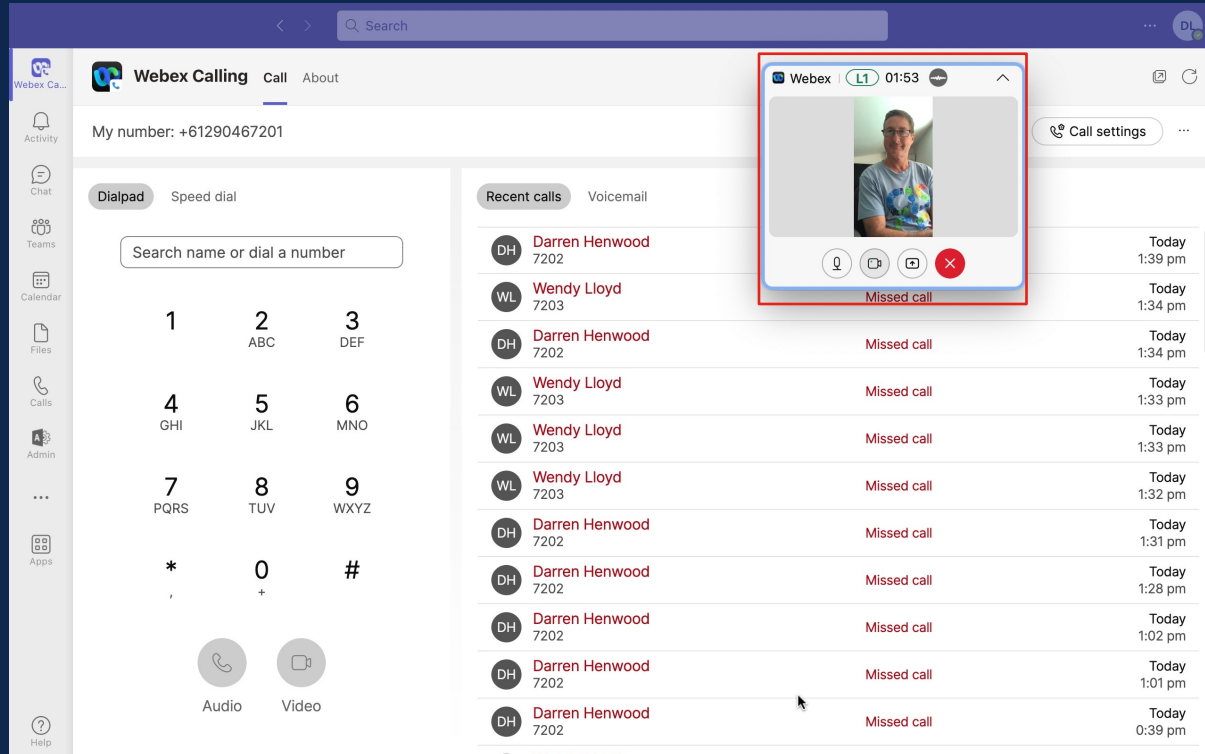
Right-Hand Panel: Titled "Recent calls", it lists incoming calls. A red box highlights the "Incoming call" notification for "Darren Henwood: 7202" (Extension: 7202) on "Line 2". The notification includes a "Message" button, a red "Decline" button, and a green "Answer" button.

Recent Calls List:

Icon	Name	Extension	Status	Time
DH	Darren Henwood	7202	Missed call	Today 1:39 pm
WL	Wendy Lloyd	7203	Missed call	Today 1:34 pm
DH	Darren Henwood	7202	Missed call	Today 1:34 pm
WL	Wendy Lloyd	7203	Missed call	Today 1:33 pm
WL	Wendy Lloyd	7203	Missed call	Today 1:33 pm
WL	Wendy Lloyd	7203	Missed call	Today 1:32 pm
DH	Darren Henwood	7202	Missed call	Today 1:31 pm
DH	Darren Henwood	7202	Missed call	Today 1:28 pm
DH	Darren Henwood	7202	Missed call	Today 1:28 pm
DH	Darren Henwood	7202	Missed call	Today 1:28 pm
DH	Darren Henwood	7202	Missed call	Today 1:28 pm



Microsoft Teams – Answered call (with video)



Microsoft Teams – Answered call – no video view

The screenshot shows the Microsoft Teams interface during an active call. The top bar displays 'Webex Calling' and 'Call' tabs. A search bar is visible. The left sidebar contains navigation icons for Activity, Chat, Teams, Calendar, Files, Calls, Admin, and Apps. The main area is divided into two sections: 'Dialpad' and 'Recent calls'.

Dialpad Section:

- Search name or dial a number
- Keypad with numbers 1-9, *, 0, and #.
- Buttons for 'Audio' and 'Video' at the bottom.

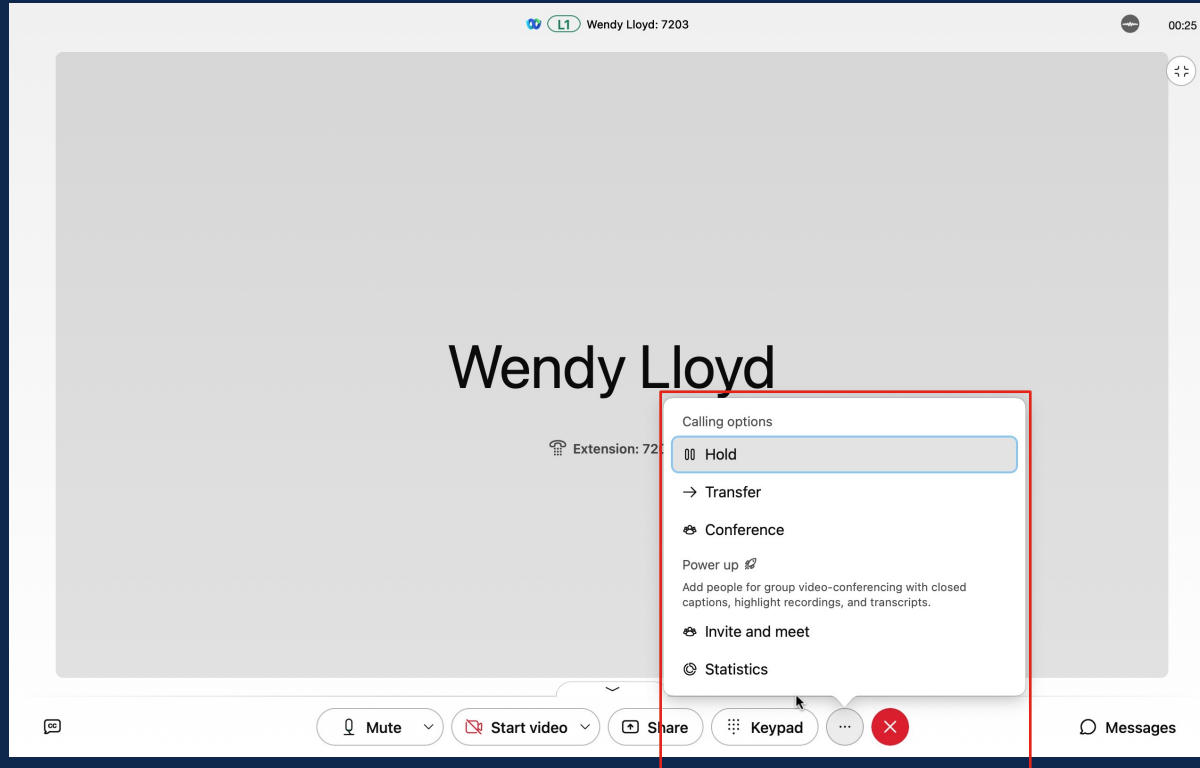
Recent calls Section:

Recent calls	Voicemail
DH Darren Henwood 7202	45s Today 1:56 pm
DH Darren Henwood 7202	37s Today 1:55 pm
DH Darren Henwood 7202	2m 20s Today 1:45 pm
DH Darren Henwood 7202	Missed call Today 1:39 pm
WL Wendy Lloyd 7203	Missed call Today 1:34 pm
DH Darren Henwood 7202	Missed call Today 1:34 pm
WL Wendy Lloyd 7203	Missed call Today 1:33 pm
WL Wendy Lloyd 7203	Missed call Today 1:33 pm
WL Wendy Lloyd 7203	Missed call Today 1:32 pm
DH Darren Henwood 7202	Missed call Today 1:31 pm
DH Darren Henwood 7202	Missed call Today 1:28 pm

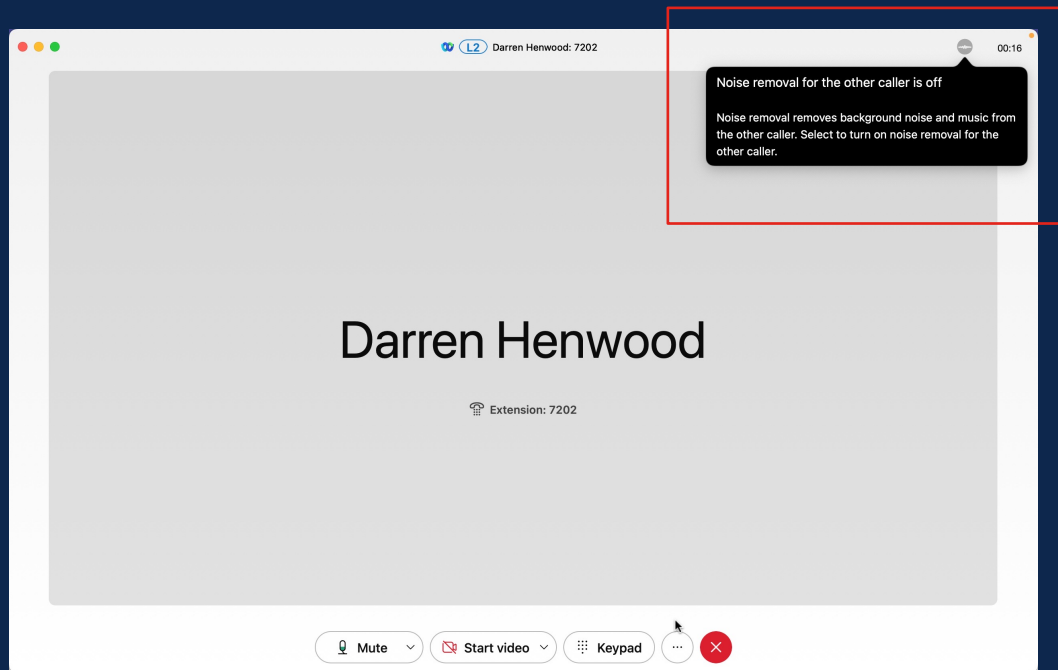
Call Controls:

- Call duration: 00:21
- Buttons: End call, Mute, Video toggle, Show video view (highlighted).
- Options: Do not forward calls, Call settings.

Microsoft Teams – Answered call – Calling options

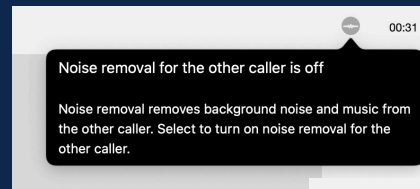
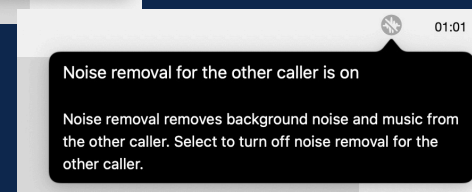


Microsoft Teams – Noise Removal options

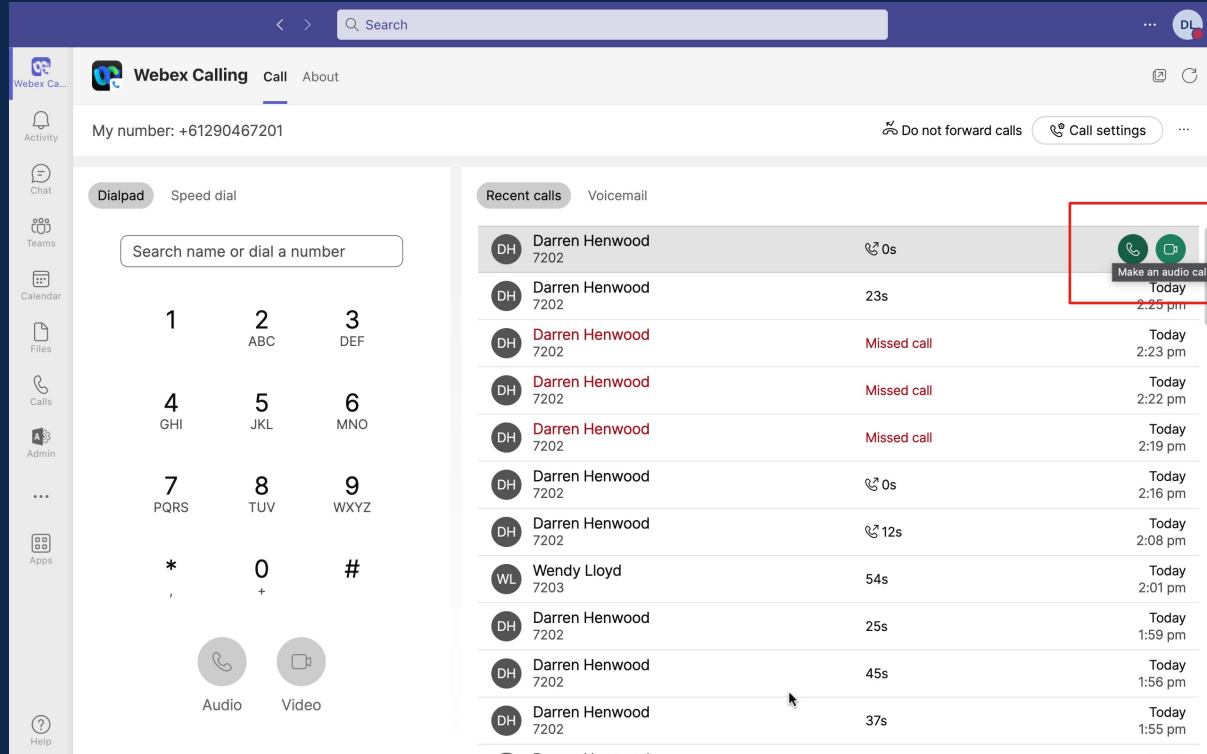


Webex smart audio

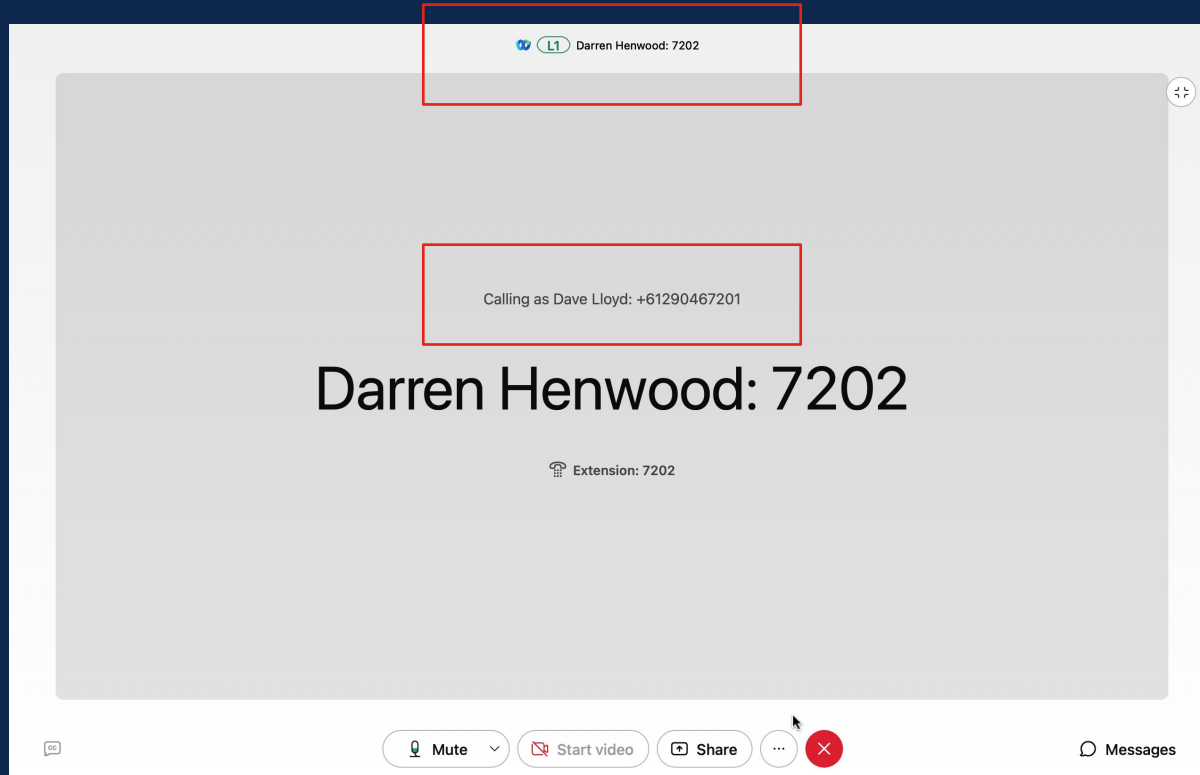
- ☒ **Noise removal**
Removes all noise
- ☐ **Optimise for my voice**
Removes all noise and background voices
- ☐ **Optimise for all voices**
Removes all noise and enhances nearby voices
- ☐ **Music mode**
Optimises the audio for vocal and instrumental music



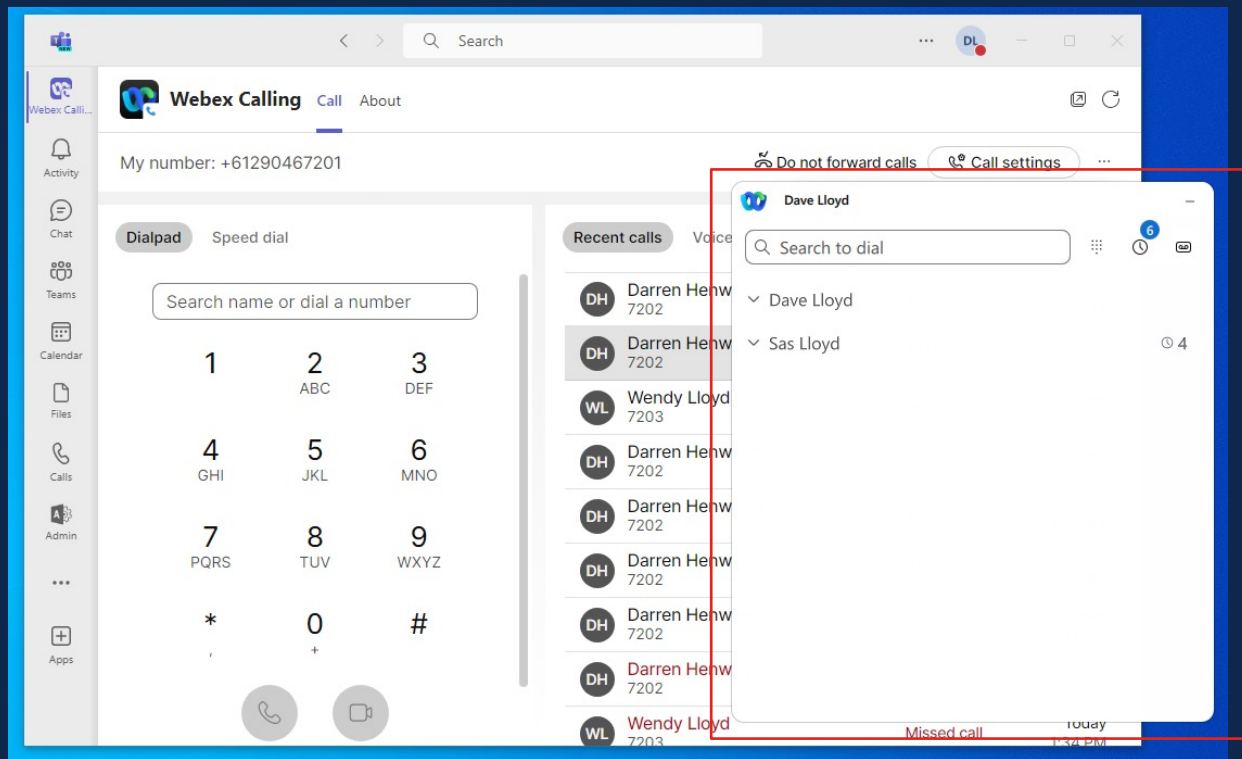
Microsoft Teams – Calling Window – Outgoing call



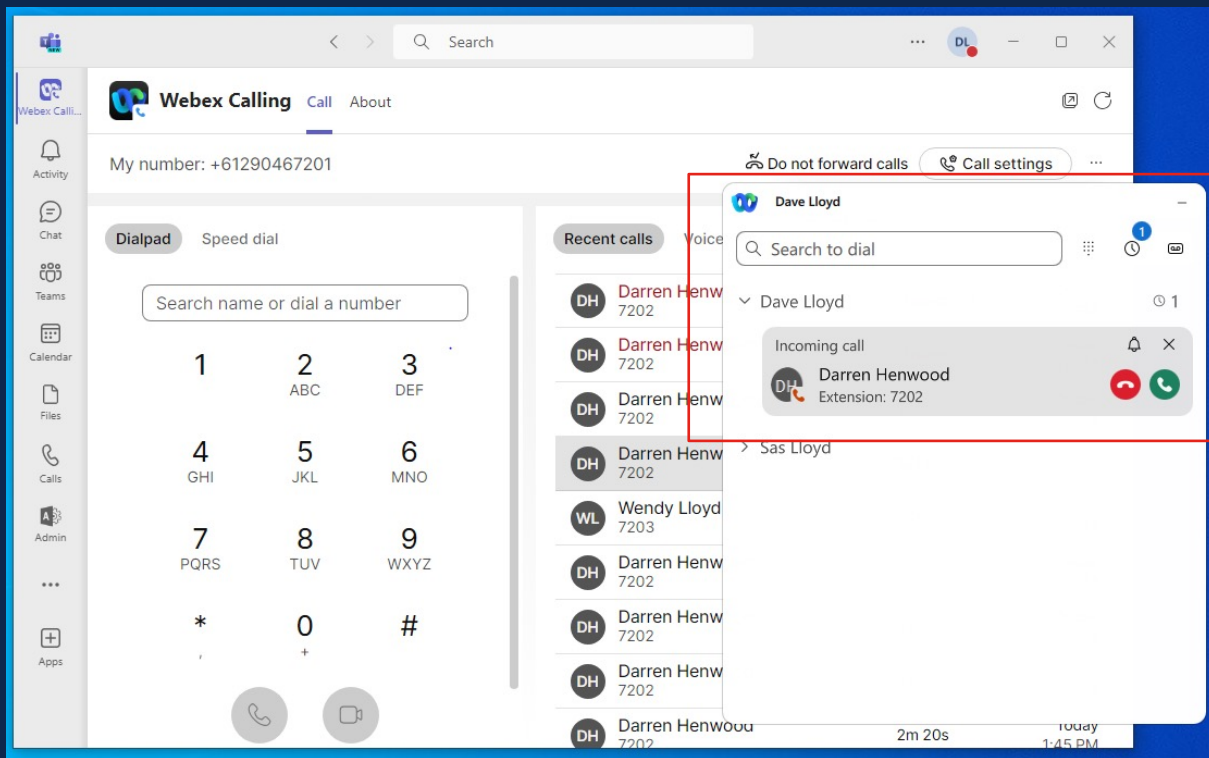
Microsoft Teams – Calling Window – Outgoing call



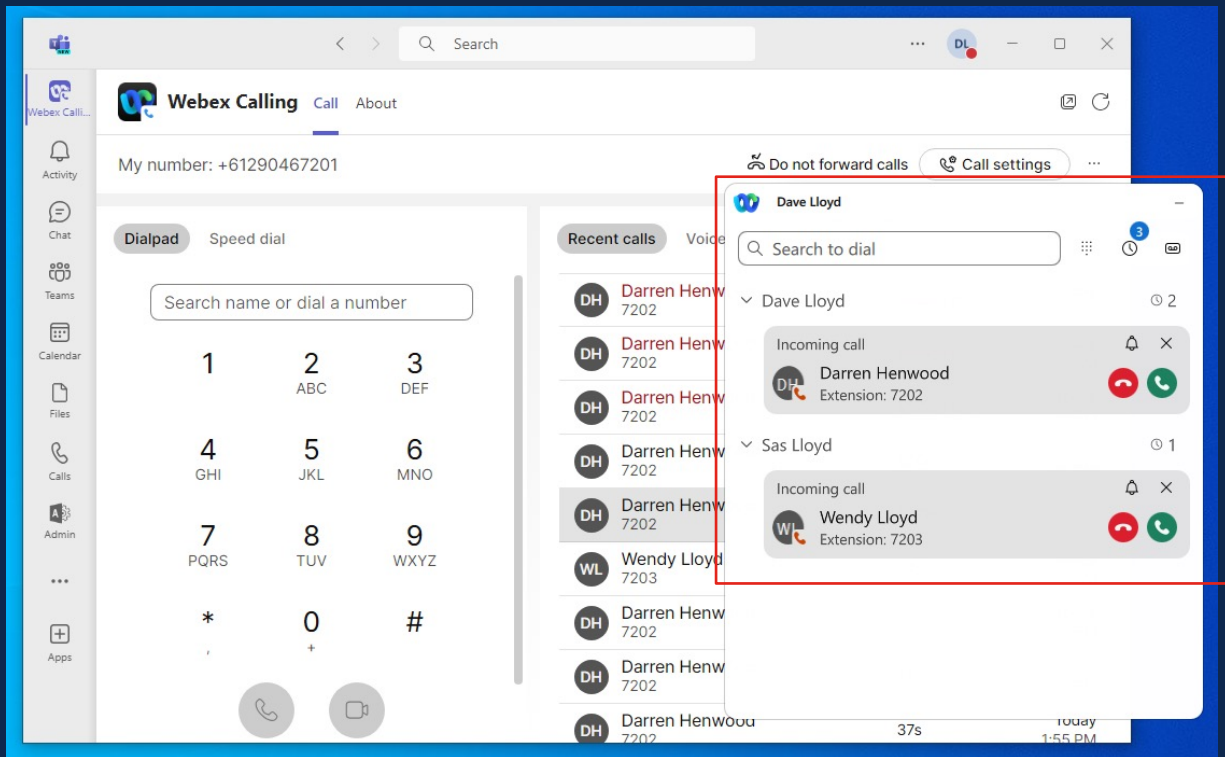
Microsoft Teams – Multi-call window (Windows)



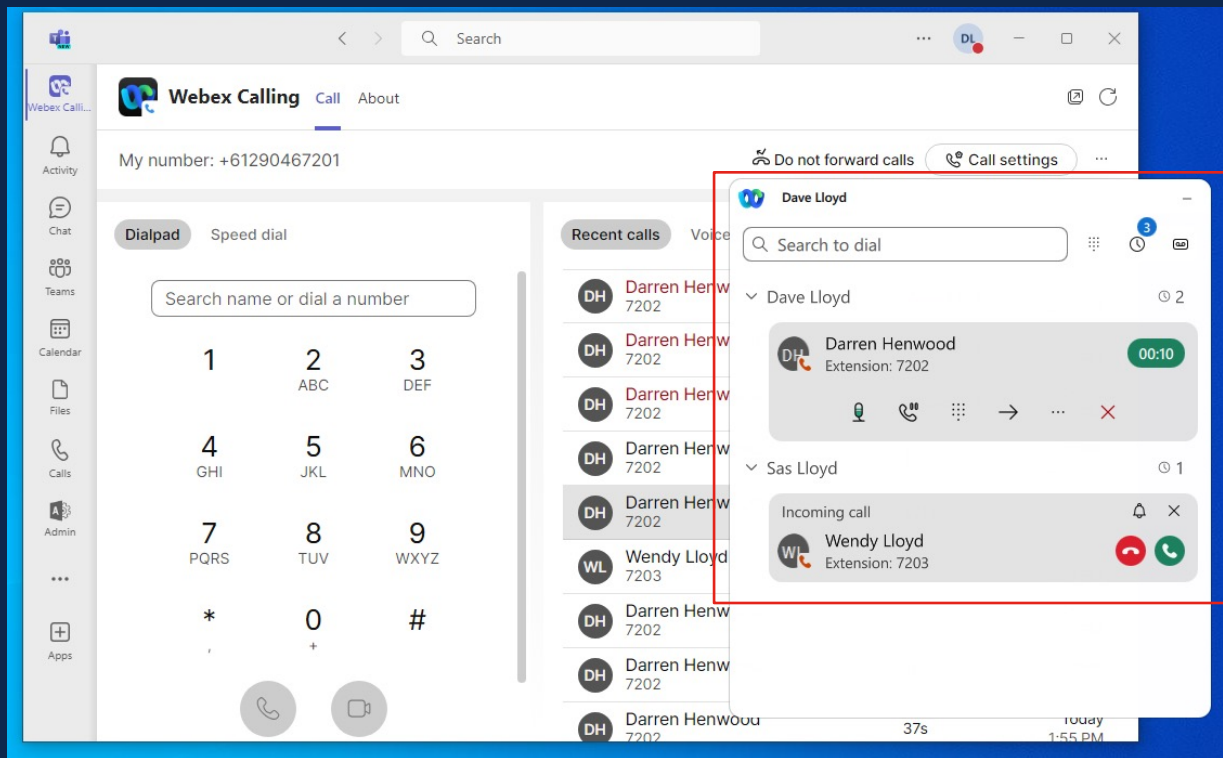
Microsoft Teams – Multi-call window (Windows)



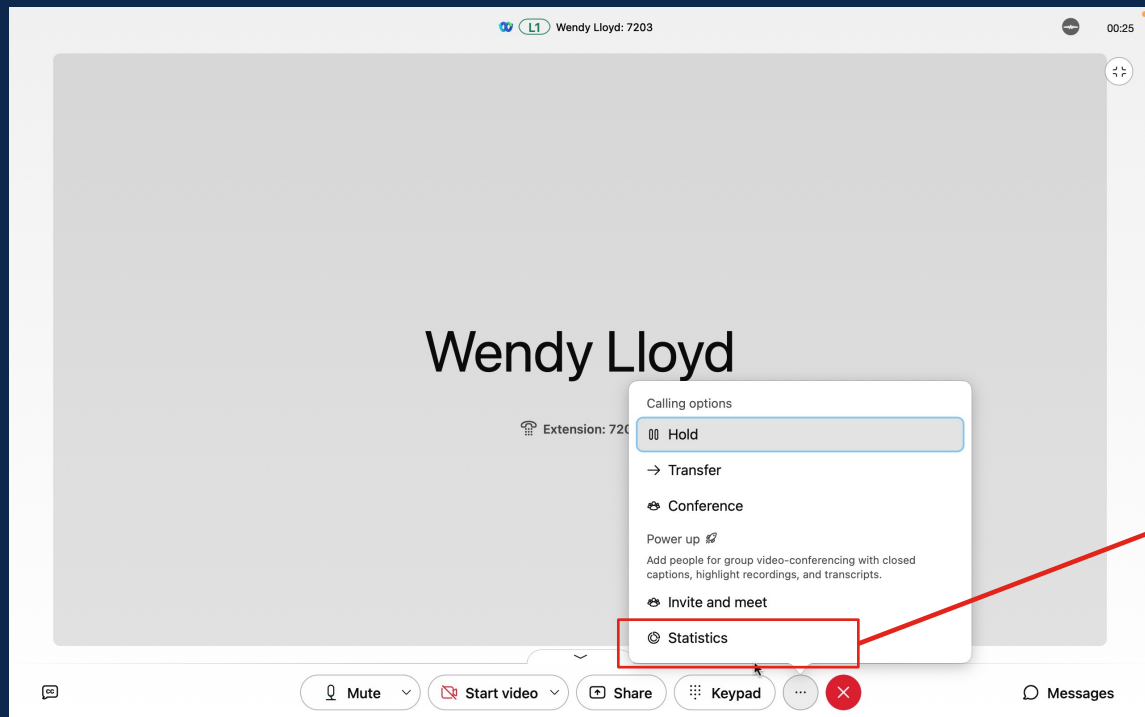
Microsoft Teams – Multi-call window (Windows)



Microsoft Teams – Multi-call window (Windows)



Client-side diagnostics and statistics



Diagnostics

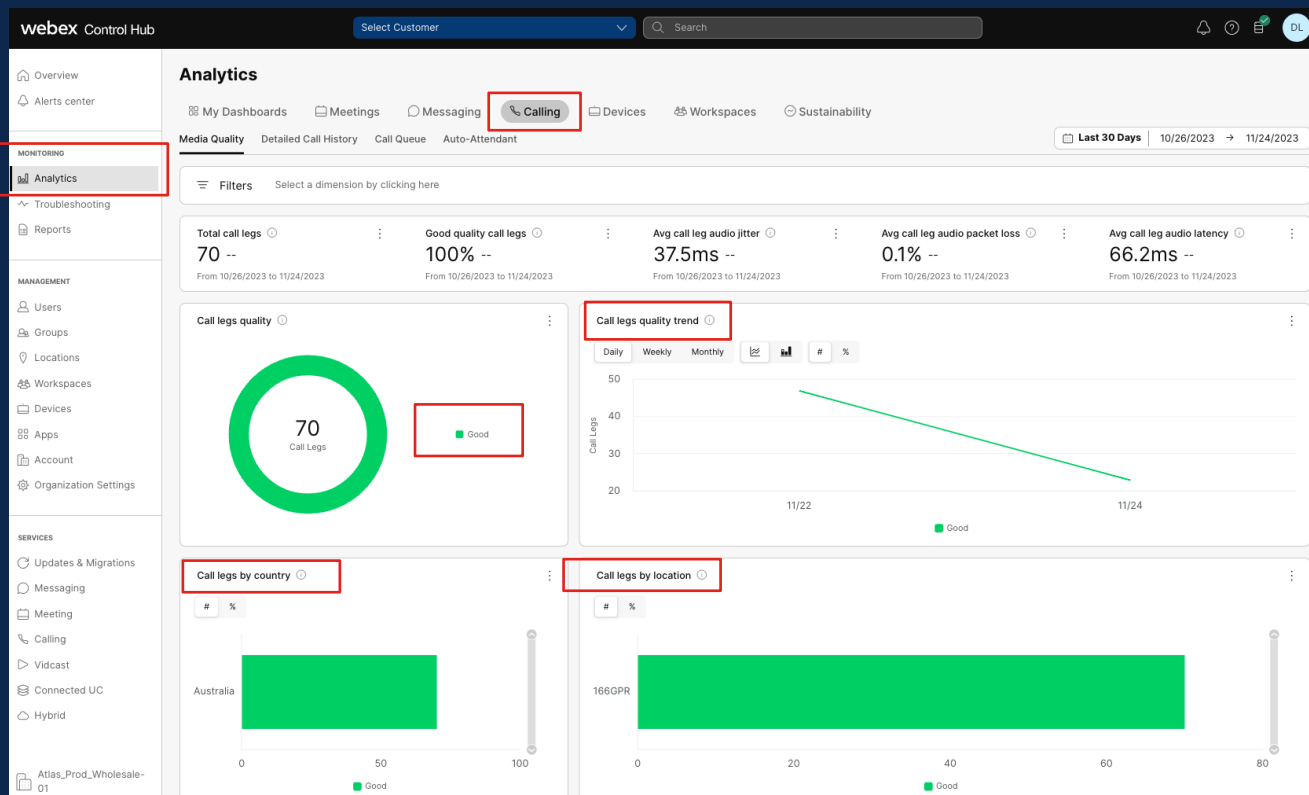
General Configuration **Statistics** Performance

Audio Video Content sharing

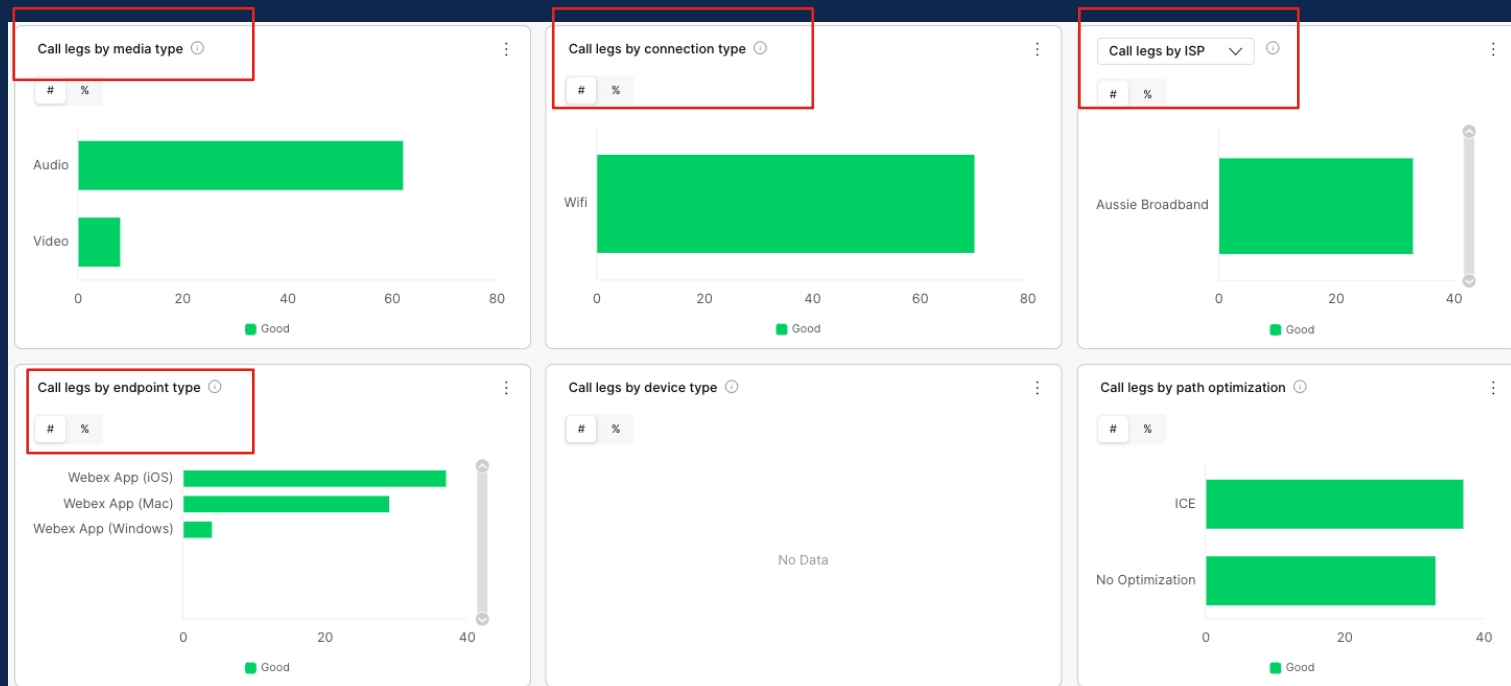
	Send	Receive
Codec	Opus	Opus
Bit rate	16 kbps	3 kbps
Packet loss	0 %	0 %
Latency	10 ms	-
Jitter	10 ms	24 ms
Transport	UDP	UDP

Export all data

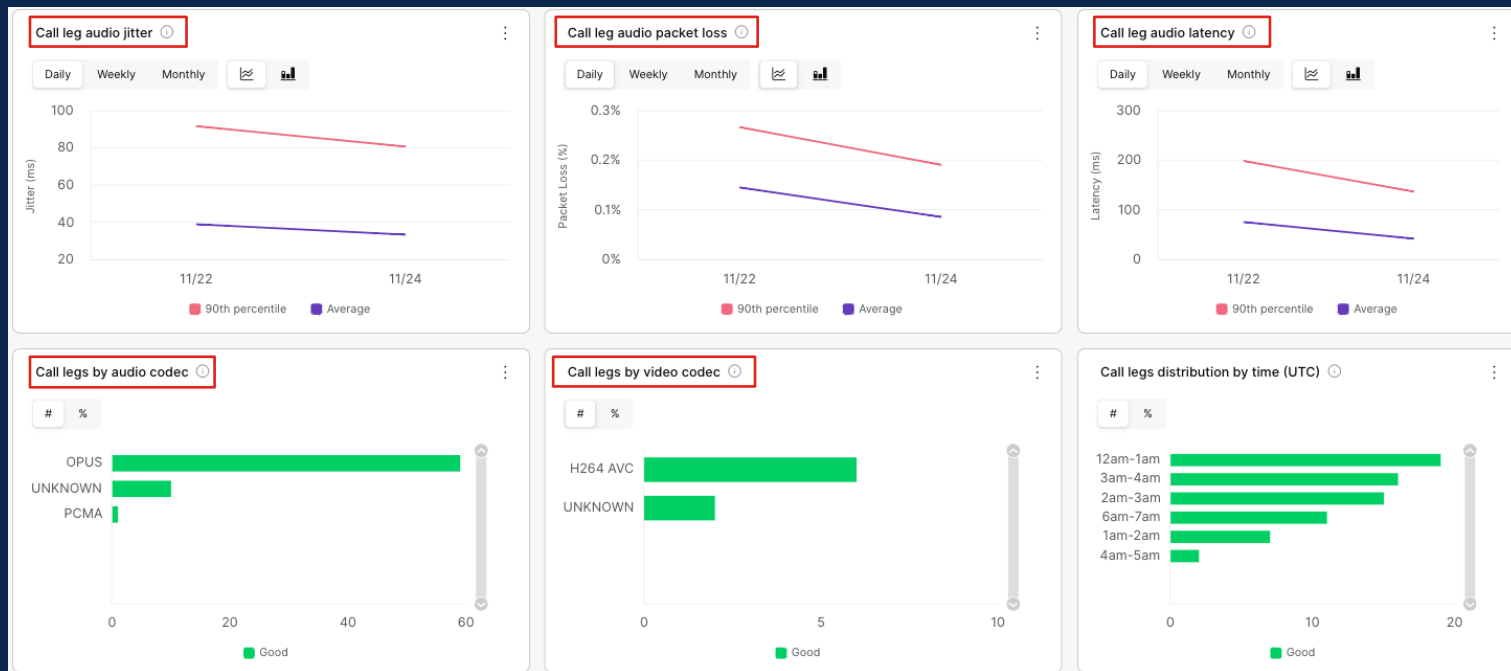
Control Hub – Calling Analytics



Control Hub – Calling Analytics



Control Hub – Calling Analytics



Control Hub – Calling Analytics

Users with worst calling experience ⓘ				
Name	Email	Total Call Legs	Poor Call Legs	% Poor Call Legs
Dave Lloyd	wxwdave@sipinterop.net	32	0	0
Wendy Lloyd	wxwendy@sipinterop.net	2	0	0
Darren Henwood	wxwadmin@sipinterop.net	35	0	0
Sas Lloyd	wxwsas@sipinterop.net	1	0	0

Control Hub – Troubleshooting

The screenshot shows the Cisco Webex Control Hub interface. The left sidebar contains navigation options: Overview, Alerts center, MONITORING (with sub-items Analytics, Troubleshooting, and Reports), MANAGEMENT (with sub-items Users, Groups, Locations, Workspaces, Devices, Apps, Account, and Organization Settings), and SERVICES (with sub-items Updates & Migrations, Messaging, Meeting, and Calling). The 'Troubleshooting' option is highlighted. The main content area is titled 'Troubleshooting' and includes a search bar with 'xxwldave@ispinterop.net' and a filter for '14 Calls'. Below this, a summary for 'Dave Lloyd' shows various metrics: Poor Meeting Minutes (0 min), Total Meeting Minutes (0 min), Poor Minutes of Call on Webex (0 min), Total Minutes of Call on Webex (0 min), and Poor Webex calling Minutes (0 min). A table titled 'Dave Lloyd's meetings & calls' lists individual calls with columns for Overall status, Personal status, Service, Start Time, Meeting / Caller number, Name, Host / Caller, Participants, Duration, Site / Location, and Conference / Call ID. The first row is highlighted with a red box.

Overall	Personal	Service	Start Time	Meeting / Caller number	Name	Host / Caller	Participants	Duration	Site / Location	Conference / Call ID
Good	Good		2023-11-22 05:52:50 PM	+61290467202	Darren Henwo...	Darren He...	2	01:15	166GPR	SSE065224467...
Good	Good		2023-11-22 05:40:40 PM	+61290467202	Darren Henwo...	Darren He...	2	00:53	166GPR	SSE064037094...
Good	Good		2023-11-22 05:33:07 PM	+61290467203	Wendy Lloyd ...	Wendy LI...	2	00:17	166GPR	SSE0633021082...
Good	Good		2023-11-22 05:32:54 PM	+61290467202	Darren Henwo...	Darren He...	2	00:35	166GPR	SSE063250832...
Good	Good		2023-11-22 03:04:32 PM	+61290467202	Darren Henwo...	Darren He...	2	02:55	166GPR	SSE040428050...
Good	Good		2023-11-22 02:42:24 PM	+61290467202	Darren Henwo...	Darren He...	2	01:27	166GPR	SSE0342225152...
Good	Good		2023-11-22 02:41:45 PM	+61290467202	Darren Henwo...	Darren He...	2	00:09	166GPR	SSE0341424772...
Good	Good		2023-11-22 02:38:20 PM	+61290467202	Darren Henwo...	Darren He...	2	03:13	166GPR	SSE0338148772...
Good	Good		2023-11-22 12:54:15 PM	+61290467202	Darren Henwo...	Darren He...	2	00:10	166GPR	SSE0154052502...

Control Hub – Troubleshooting

Meetings & Calls > Darren Henwood → Dave Lloyd

Actions

Hop Detail



Darren Henwood	Metric	Dave Lloyd
Webex App (iOS)	Endpoint	Webex App (Windows)
-/43.11.0.5011	Hardware/Version	-/43.11.0.27795
166GPR	Location	166GPR
-	MAC address	-
10.1.1.247	Local IP	10.1.1.238
159.196.124.183	Public IP	159.196.124.183
Sydney, AU	Geolocation	Sydney, AU
aussie broadband	ISP	aussie broadband
Wi-Fi	Connection	Wi-Fi
OPUS	Audio Codec	OPUS
wxwadmin@sipinterop.net	Email ID	wxwdave@sipinterop.net
SSE065224467221123-2101868850@10.72.68.61	Call ID	BW065224497221123-182370308@10.70.16.129

Call Details

Calling Date: 11/22/2023
Calling Time: 05:52 pm - 05:54 pm (1 minute 15 seconds)
(GMT +11:00) Australia/Sydney

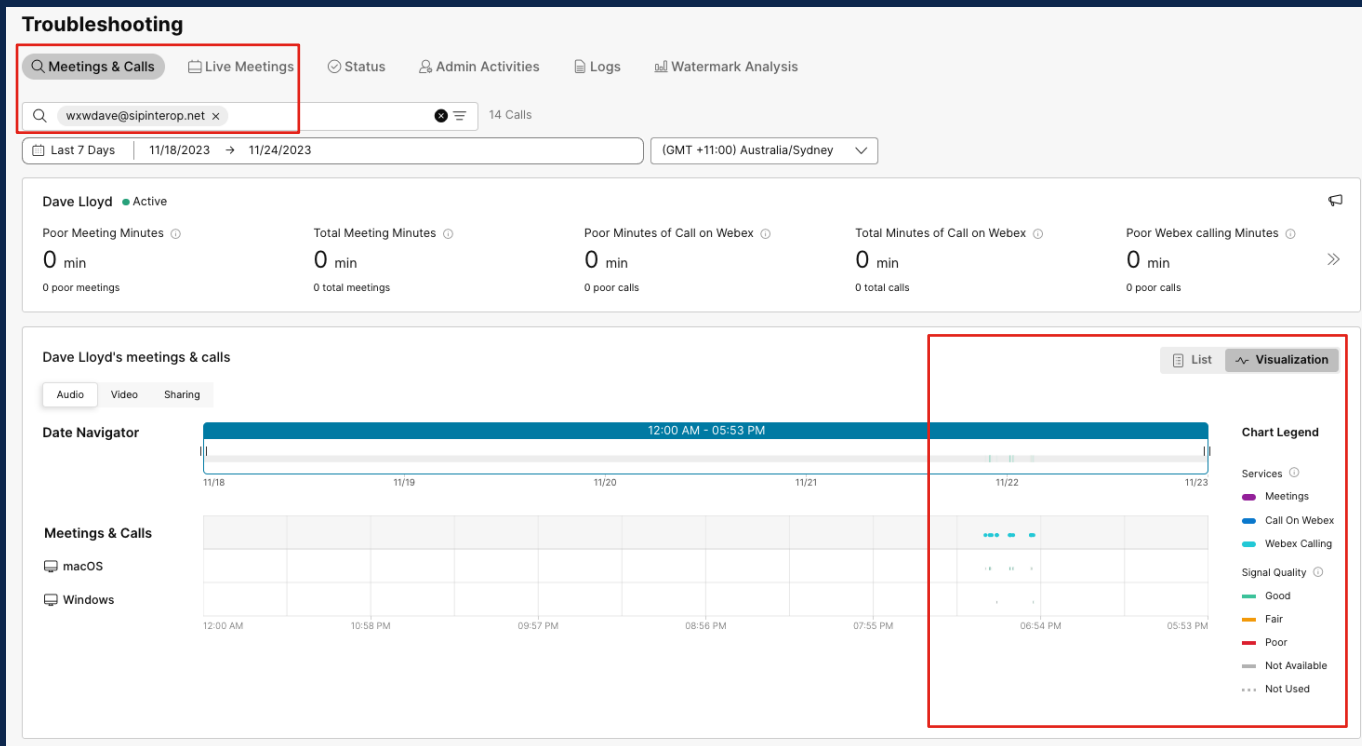
Session Type: Webex Call
Participants: 2
Caller Name: Darren Henwood
Caller Number: +61290467202
Audio: VoIP
Video: No
Path Optimization: No Optimization
Calling Type: Internal
Call Ended by: Dave Lloyd
Dialed Digits: 7201

Chart Legend

Signal Quality ⓘ

- Good
- Poor
- Not Available

Control Hub – Troubleshooting



Other Peripherals



Certified for
Microsoft Teams

Microsoft Teams certified peripherals



Available Now!



- Desk Camera 4K

Up to 4K UHD intelligent USB webcam. Supports Windows Hello



- Headset 320 series

Affordable dual or mono headset with USC-A, USB-C, or RJ-9 connections and in-line Microsoft Teams button



- Headset 720 series

Everyday dual or mono Bluetooth® wireless headset with Voice Activated Microphones and on-ear Microsoft Teams button

Recap...

- Feature richness of Cisco meeting interop solutions
- Meeting interop options available depending on the device capability
- How easy it is to configure WebRTC and CVI
- Calling interop options available, their usability and feature richness

Want to see it working?

- Meet the Expert – The HUB 6 – Friday 8th December @ 12:00
- Darren Henwood's MTR session – BRCOL-2688
 - Wednesday 6th December – 13:00 to 14:30 – Meeting Room 208
- Webex Calling client integration with Microsoft Teams
 - Walk-in Lab LABCOL-2477
- Rob McAffery's Integrating Cisco Video Devices into 3rd Party meetings
 - BRKCOL-2094 – Tuesday December 5th – 15:00 to 15:50 – Room 217
- World of Solutions

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one-on-one session with
a technical expert!

Visit Meet the Expert in The HUB
to meet, greet, whiteboard & gain
insights about your unique questions
with the best of the best.



Meet the Expert Opening Hours:

Tuesday	3:00pm – 7:00pm
Wednesday	11:15am – 7:00pm
Thursday	9:30am – 4:00pm
Friday	10:30am – 1:30pm

Session Surveys

We would love to know your feedback on this session!

- Complete a minimum of four session surveys and the overall event surveys to claim a Cisco Live T-Shirt



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- Visit the Cisco Showcase for related demos
- Book your one-on-one Meet the Expert meeting
- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library for more sessions at www.CiscoLive.com/on-demand



The bridge to possible

Thank you

CISCO *Live!*

#CiscoLiveAPJC

The background is a vibrant, abstract graphic featuring a spectrum of colors from red and orange on the left to blue and green on the right. The colors are arranged in a series of overlapping, wavy bands that create a sense of movement and depth. A bright, white, starburst-like light source is positioned on the right side, from which rays of light emanate across the entire scene, enhancing the dynamic feel of the design.

cisco *Live!*

Let's go

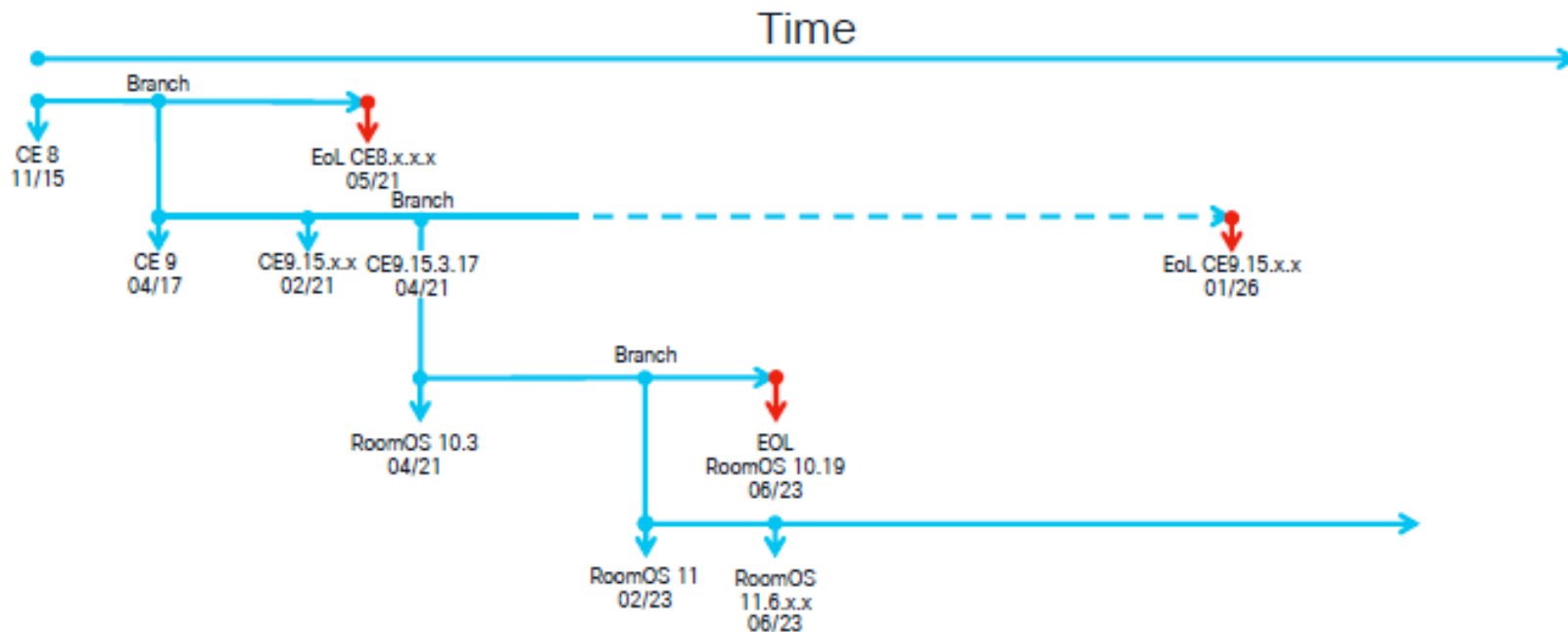
#CiscoLiveAPJC

RoomOS Appendix

- What's new?
 - https://help.webex.com/en-us/article/6ger7db/What's-new-in-RoomOS-devices#xd_co_f=Y2ViY2Q5ODQtYzRlZi00YWWEyLTlImNTUtNGU3NjRiOTA2YTlw~
- RoomOS for Collaboration Devices
 - <https://roomos.cisco.com/>

Cisco Collaboration Devices

Collaboration Endpoints through to RoomOS



Collaboration Devices Software Support

CE

- CE8.x
 - DX Series
 - MX Series (not G1)
 - SX Series
- CE9.x/RoomOS 9
 - All of the above
 - Cisco Desk Pro
 - RoomUSB, Room Kit Mini, Room Kit Plus, Room Kit Pro, Room 55 Series, Room 70 Series.
 - Board/Board S series

RoomOS 10

- Cisco Desk Series
 - Desk Mini*, Desk LE, Desk Pro, Desk Hub*
- Cisco Board Series
 - Board/Board S Series
 - Board Pro Series*
- Cisco Room Series
 - Room USB, Room Kit Series
 - Room 55 Series and Room 70 Series
 - Room Panorama Series

RoomOS 11

- Cisco Desk Series
 - Desk Mini, Desk, Desk Pro
- Cisco Board Series
 - Board/Board S Series
 - Board Pro Series
- Cisco Room Series
 - RoomUSB/Room Kit Series
 - Room Bar, Room Bar Pro
 - Room 55 Series and Room 70 Series
 - Room Panorama Series (beta)

* When configured with the RoomOS 11 UI

Meetings Appendix

- Steps for setting up CVI inc. PowerShell commands
- <https://help.webex.com/en-us/article/nffx8kj/Deploy-the-Webex-video-integration-for-Microsoft-Teams>
- CVI pricing / two pricing models.
 - Active Endpoint
 - All Customer Endpoints
- <https://help.webex.com/en-us/article/nsx4cpe/Enable-WebRTC-and-CVI-to-Join-a-Microsoft-Teams-Meeting-from-Board,-Desk,-andRoom-Series>
- https://www.cisco.com/c/dam/en_us/about/doing_business/legal/OfferDescriptions/cisco-webex-video-integration-for-mt.pdf

Calling Appendix

- <https://help.webex.com/en-us/article/n0l9q2z/Configure-Microsoft-Teams-for-Webex-Calling>