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GO BEYOND

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Enabling Cisco Microsoft Teams Rooms

Tim Bowden – Collaboration SE
BRKCOL-2524

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Cisco Webex App

Questions?

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

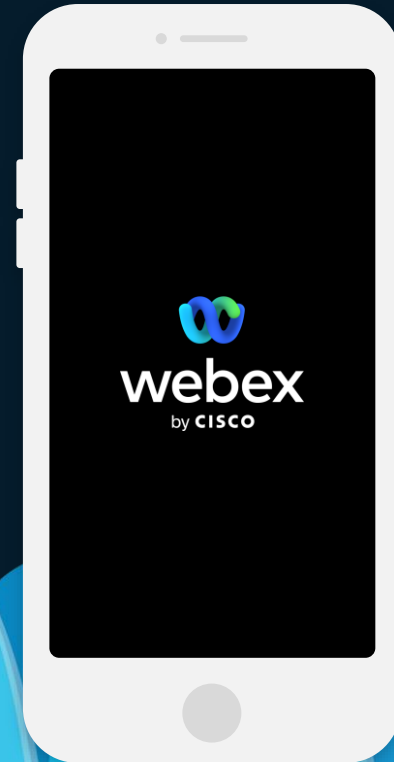
How

- 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 November 15, 2024.



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-2524>





Australian employers want staff in the office - but for many workers home is where the heart is

Ambiguous government directive sends officials into tailspin and highlights employer-worker divide

Is a full-time return to the office on the cards for workers in 2024 as employers gain 'more power'?

By business reporter Nassim Khadem

Economic Trends

Mon 22 Jan



NSW public servants ordered to return to office



Listen to this article

3 min

The NSW government has ordered the state's public servants to return to the office, a move that has been lauded by the business community amid [office being left vacant at near historic rates](#).

With Amazon ordering all staff back into the office, what can you expect from your workplace?

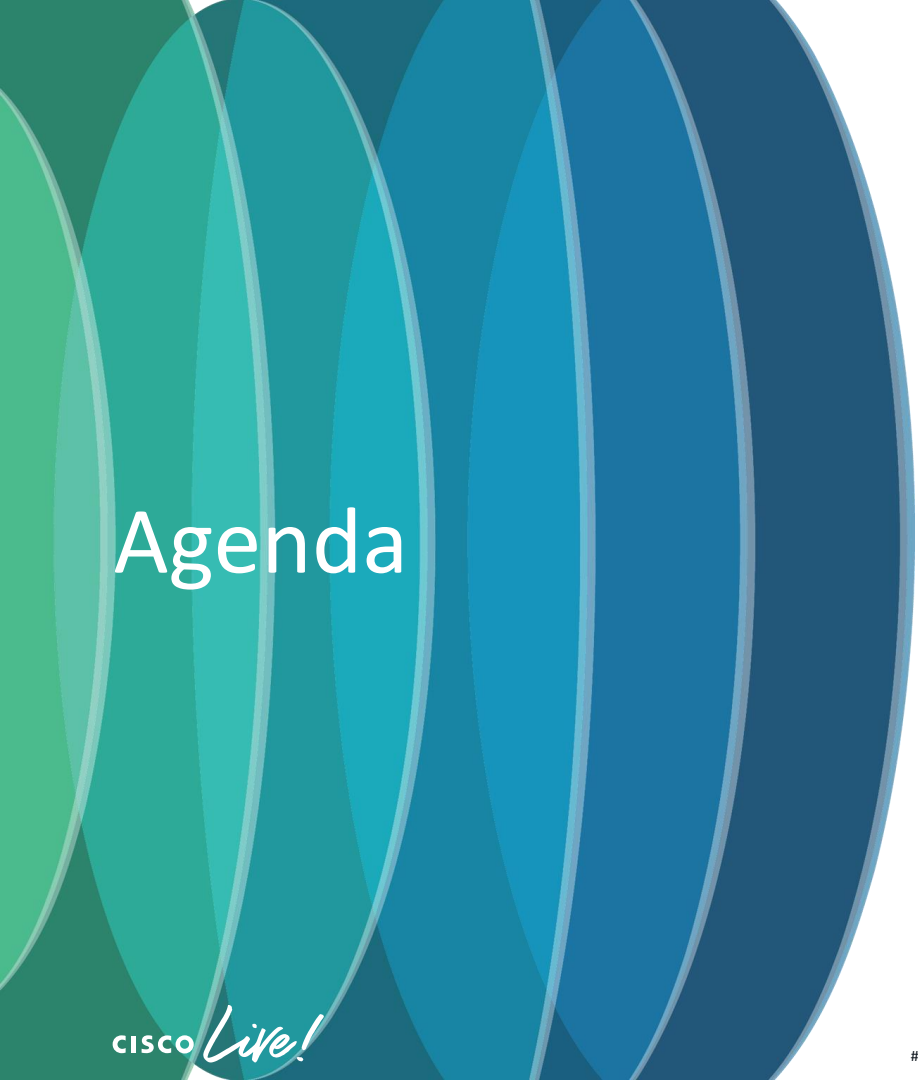


By Esther Linder

Work

Tue 17 Sep

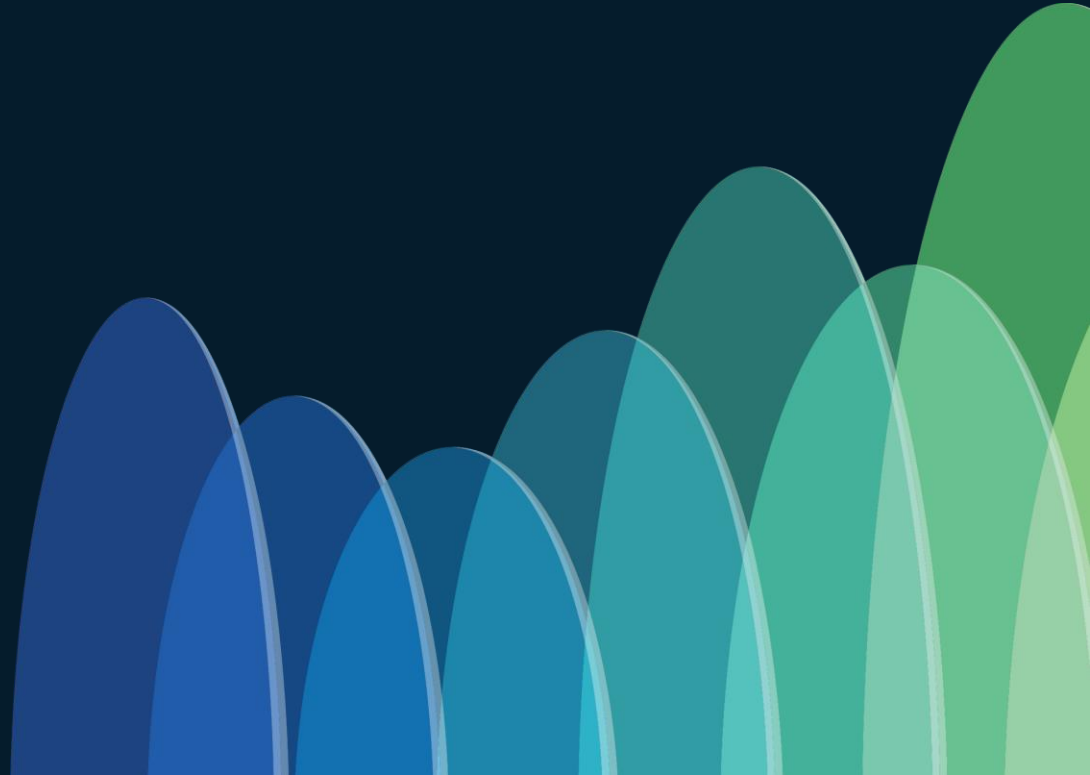
CISCO *Live!*



Agenda

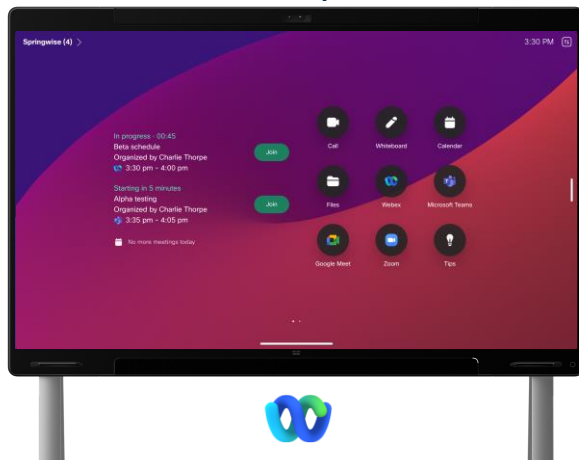
- Architecture & Licensing
- Provisioning & On-boarding
- Meeting Experiences
- Management
- Conclusion

Introduction



Giving our customers additional flexibility and choice

RoomOS experience



Includes native Webex Meetings and Events
with interop support for Microsoft Teams, Google, and Zoom



Microsoft Teams experience



Includes native Microsoft Teams
Support for Webex Meetings¹, Events² and Zoom³



OR

Same device, powered by Cisco RoomOS

¹Native (with CH registration) or DGI

²Native (with CH registration) only

³DGI

Cisco devices for Microsoft Teams Rooms

Video Bars and Kits



Room Bar

Integrated video bar appliance designed for simple, flexible and cost-effective video-enablement of **small workspaces**



Room Bar Pro

Bringing together the best of both worlds with easy-to-deploy, AI-powered meetings scaled to the **medium workspace**



Room Kit EQ

Powerful room kit with the Quad Camera, AI-powered Codec EQ, and smart room peripherals for **medium to large workspaces**



Room Kit Pro

Advanced room kit with the Quad Camera, the powerful Codec Pro, and smart peripheral options for **very large workspaces** and specialist AV environments



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Cisco devices for Microsoft Teams Rooms

Integrated Systems



Desk Pro

All-in-one video conferencing and digital whiteboarding for [jump rooms and huddle spaces](#)



cisco *Live!*



Board Pro

All-in-one video conferencing and digital whiteboarding for [small to medium workspaces](#) and [ideation spaces](#)



Room Kit EQX

Dual-screen system supporting immersive audiovisual experiences like Front Row. Bring your own screens (65"–75"), premium frame design and multiple mounting options. Spatial sound and noise removal. Ideal for [premium workspaces](#)



Cisco devices for Microsoft Teams

Teams Display and Teams Panel



whiteboard, digital
workspaces, Hotdesking
and Focus Spaces

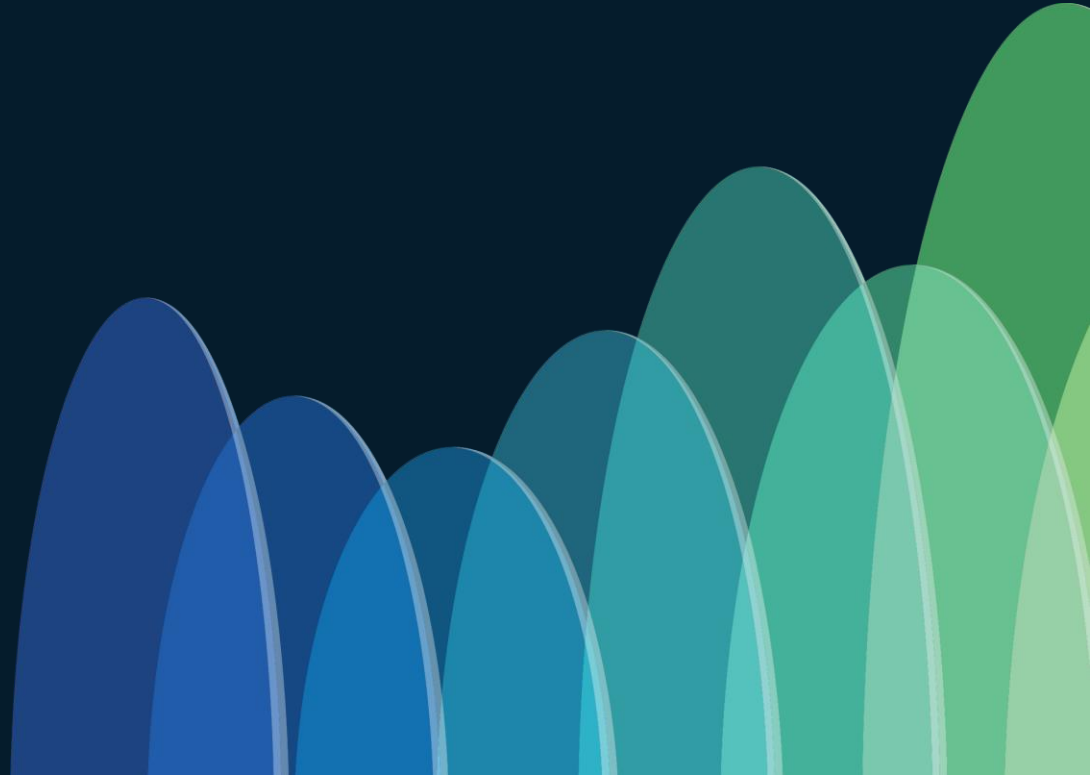


Room Navigator

Room booking panel for
workspaces



Architecture & Licensing



MTR Operating Stack



Feature comparison: <https://learn.microsoft.com/en-us/microsoftteams/rooms/teams-devices-feature-comparison>

Cisco Devices Certified for Microsoft Teams Rooms

Secure RoomOS environment

RoomOS is the OS running on Cisco Collaboration devices.

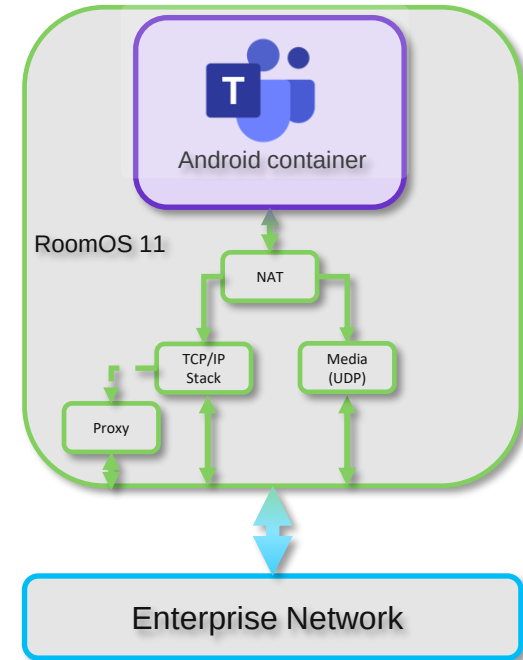
- Purpose built for real-time collaboration and security

Microsoft Teams Rooms on Android is not visible to the network layer

- Android 11/Android 12 is containerized on top of RoomOS
- Network traffic is handled by RoomOS
 - Single IP Stack to network (RoomOS)
 - Single MAC address per device (RoomOS)
 - Single wireless configuration (RoomOS)

RoomOS updates include updates to the secure Android container

- Updating of Android is not a customer commitment as this is taken care of through the RoomOS updates.



License Options

Microsoft Teams Room	Microsoft Teams Panel
	
Cisco Desk Pro, Board Pro, Room Bar, Room Bar Pro, Room Kit EQ & Room Kit Pro	Cisco Room Navigator stand alone
Microsoft Teams Room Pro Microsoft Teams Room Basic	Microsoft Teams Shared Device (if no MTR in room)
Webex Control Hub - Cloud Device License (optional)	

Licensing

Microsoft Teams Room Basic VS Pro

MTR Basic

Provides core meeting experience

Up to 25 single screen systems in the organization.

Includes:

- Scheduling
- Joining meetings
- Content sharing
- Collaborative whiteboarding

MTR Pro

If more than 25-devices are needed, Pro licenses are needed for the additional systems.

Pro licenses include all the features of MTR Basic licenses but also add:

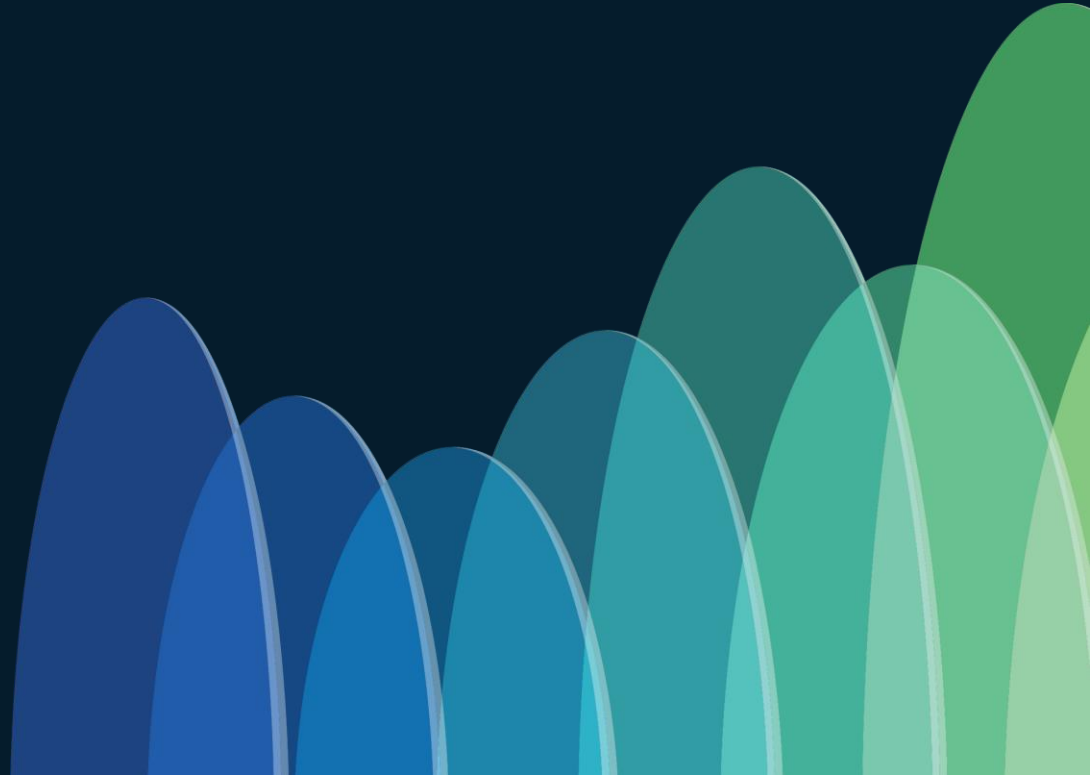
- Support for dual screen systems
- Large gallery view, Front Row view
- Split gallery across two screens
- Support for joining meetings across Teams clouds (ie worldwide/GCC)

Just because an MTR Pro license supports a feature, it does not automatically mean it is supported with MTR on Android!

Reference links

- What's new with [Microsoft Teams Rooms for Android](#)
- [What's New in Microsoft Teams Devices](#) (complete list of updates)
- [Microsoft 365 Roadmap](#) for planned and released Microsoft Teams Rooms features
- Teams [Blog](#) for insights into new and upcoming features and announcements for Microsoft Teams, including Microsoft Teams Rooms
- [Feature Comparison](#) between MTRoW and MTRoA (includes Commercial, GCC and GCC-High)

Provisioning



Provisioning

Fundamentals

Cisco video devices that support the Microsoft Teams experience have the capability to be registered in both Microsoft Teams Admin Center and Webex Control Hub.

Before a Cisco video device can be registered, the appropriate account for the Cisco video device needs to be provisioned in:

- Microsoft 365 admin center (required)
- Webex Control Hub (optional but highly recommended)

Creating device activation code

Control Hub, as simple as 1, 2, 3, 4

The image displays four sequential screenshots of the Cisco Control Hub 'Add workspace' process, each enclosed in a red border with a red circle containing a number (1, 2, 3, 4) in the top right corner.

- Screenshot 1:** The 'Add workspace' form. It includes fields for 'Name' (Springline MTR), 'Type' (Open Space), 'Capacity' (2), 'Location' (Charlie Lab - Demo and Docs), and 'Floor' (Ground Floor). A 'Next' button is at the bottom right.
- Screenshot 2:** The 'Add workspace' form showing three options for the device type: 'Cisco Collaboration device' (selected), 'Cisco IP Phone', and 'No device'. A 'Next' button is at the bottom right.
- Screenshot 3:** The 'Add workspace' form showing additional services to be added: 'Calling', 'Scheduling', and 'Meetings'. A 'Next' button is at the bottom right.
- Screenshot 4:** The 'Add workspace' form showing the 'Activation Code' (9077-7925-5830-8587) and a 'Next' button.

Add a workspace in Control Hub. Provide required detail and press Next

Select Cisco Collaboration device and press Next

Select additional Calling, Scheduling and Meeting services if required
** To support native Webex Meetings, Calling and Room Booking*

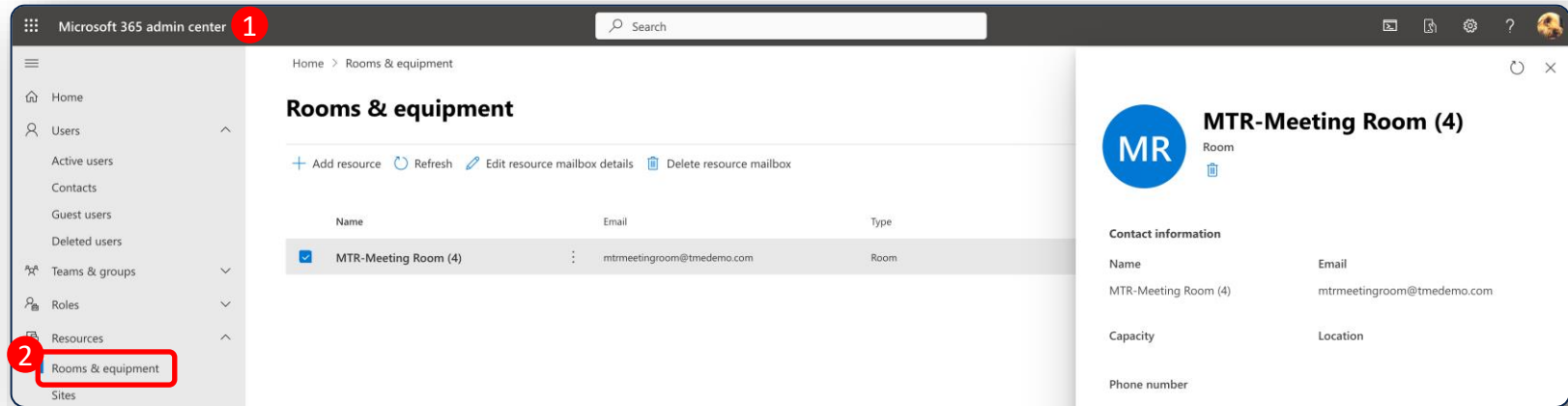
Take the registration code and enter it into the device at the Register to Control Hub screen

Account Provisioning

Microsoft 365 admin center

Cisco video devices that are to be registered to Microsoft Teams and operate as a Microsoft Teams Rooms device will need a resource account created in Microsoft 365 admin center.

Microsoft 365 resource accounts consist of a mailbox and a Teams account that are dedicated to a specific resource, in this case, the specific resource will be the Cisco video device.

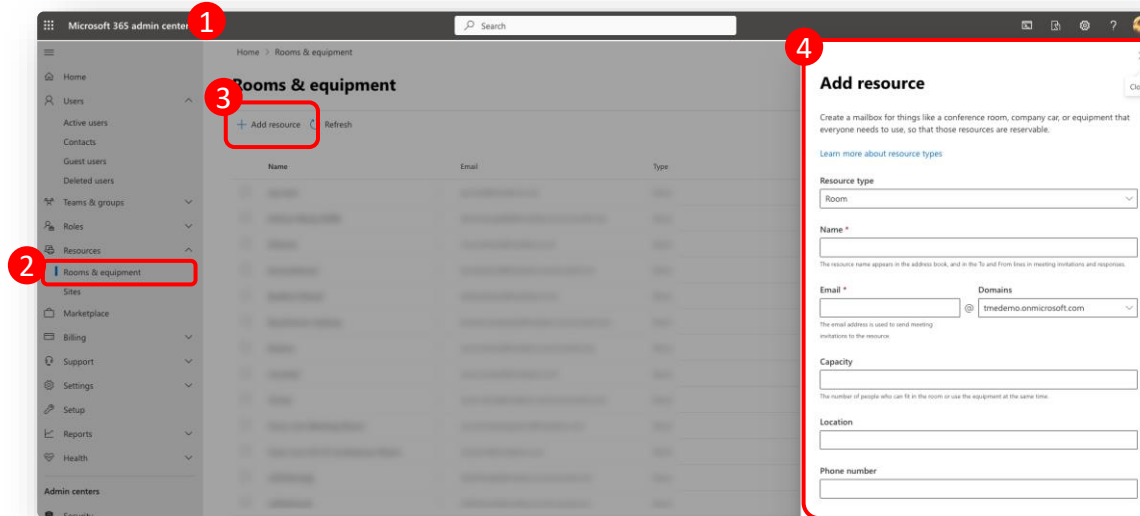


Resource Account – account creation

Microsoft 365 admin center

Your starting point in most instances will be Microsoft 365 admin center.

- Sign in to admin.microsoft.com with you admin credentials
 - Resources in the left panel and then Rooms & equipment.
 - Select Add resource to create a new account and provide the relevant details.



Resource Account – mailbox settings

Microsoft Exchange

By default, when resource accounts are created with the following settings:

- Allow repeat meetings
- Automatically decline meetings outside of the following limits:
 - Booking window (days): 180
 - Maximum duration (hours): 24
- Automatically accept meeting requests

You can edit these settings via the Edit booking options link when you are creating the resource account.

Best practice for the resource account that a Microsoft Teams Room is to set the password to never expire.

- If password used has an expiry timer set, once timer expires, the Microsoft Teams Room will automatically sign out of its resource account and will not be usable until it is signed back in.

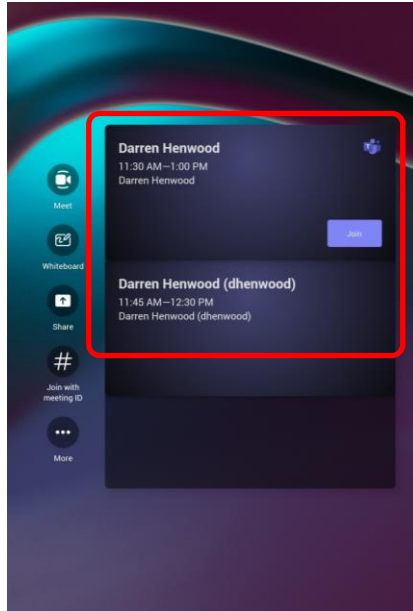
Multi-Factor Authentication (disable)

The screenshot shows the Microsoft 365 admin center interface. On the left, the 'Active users' section is highlighted with a red circle labeled '1'. In the center, the user profile for 'Epping MTR' is shown. A red circle labeled '2' highlights the 'Multifactor authentication' link under the 'Contact information' section. On the right, the 'multi-factor authentication' settings page is shown, with a red circle labeled '3' highlighting the 'Epping MTR' row in the table, which has a 'Disabled' status.

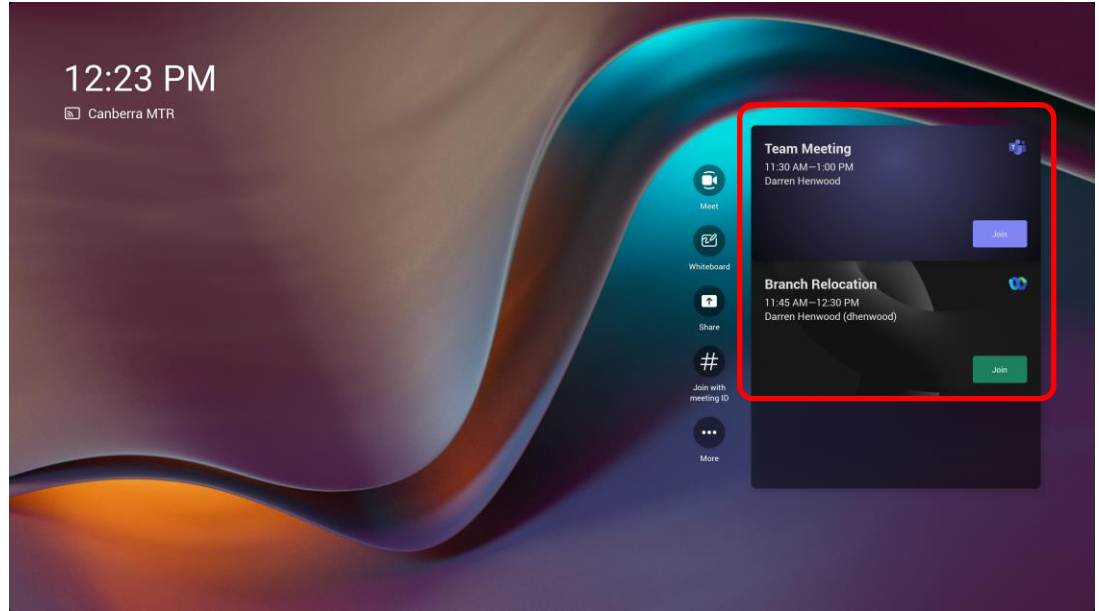
DISPLAY NAME	USER NAME	MULTI-FACTOR AUTH STATUS
Dundee MTR	dundeembr@MODERNCOMMS311718.onmicrosoft.com	Disabled
☒ Epping MTR	EppingMTR@MODERNCOMMS311718.onmicrosoft.com	Disabled
Glasgow MTR	glasgowmtr@MODERNCOMMS311718.onmicrosoft.com	Disabled
Microsoft Service Account	ms-serviceaccount@MODERNCOMMS311718.onmicrosoft.com	Disabled

"It's important to note that Microsoft Teams Rooms resource accounts shouldn't be configured to use multifactor authentication (MFA), smart card authentication, or client certificate-based authentication (which are all available for end users)". [Details](#)

Optimising User Experience



Default Appearance 😞



Desired Appearance 😊

PowerShell Commands

PowerShell

```
# Set processing to be correctly processed  
PS C:\> Set-CalendarProcessing -Identity $DisplayName -AddOrganizerToSubject $false  
-DeleteComments $false -DeleteSubject $false -ProcessExternalMeetingMessages $true
```

Consideration needs to be given to the resource mailbox properties that will be assigned to the Microsoft Teams Room.

- [AddOrganizerToSubject](#) - This can be set to \$false so that the meeting organizer is not added to the subject of the meeting request.
- [DeleteComments](#) - This must be set to \$false to ensure that text in the message body of the incoming meeting request is not deleted. This is a requirement to process external Teams and third-party meetings to provide the One Touch Join experience.
- [DeleteSubject](#) - This should be set to \$false to keep the subject of the meeting request
- [ProcessExternalMeetingMessages](#) - This must be set to \$true to process meeting requests that originate outside of the Exchange organization. This is a requirement to process external Teams meetings and third-party meetings.

Resource Account – meeting room license

Microsoft 365 admin center

Once the resource has been created, a Microsoft Teams Room Basic or Pro license will need to be assigned. End user licenses (for example E1, E3 or E5) are not supported.

The image shows a screenshot of the Microsoft 365 admin center interface with several numbered callouts (1-5) highlighting key steps:

- 1**: Points to the top navigation bar of the Microsoft 365 admin center.
- 2**: Points to the 'Active users' link in the left-hand navigation pane.
- 3**: Points to the 'MTR-Meeting Room (4)' resource account listed in the 'Active users' table.
- 4**: Points to the 'Licenses and apps' tab in the resource account's detail view.
- 5**: Points to the 'Microsoft Teams Rooms Pro' license option in the 'Licenses (1)' list, which is selected with a blue checkmark.

The 'Licenses (1)' list shows the following options:

- ☐ Microsoft Business Center
9946 of 10000 licenses available
- ☐ Microsoft Power Automate Free
9985 of 10000 licenses available
- ☐ Microsoft Teams Rooms Basic
21 of 25 licenses available
- ☒ Microsoft Teams Rooms Pro
3 of 4 licenses available
- ☐ Office 365 E3
You're out of licenses and we can't automatically buy it for you. Go to subscriptions to buy one.

License Stacking

- Deploy an MTR as a personal device – i.e. Desk Pro with one button join for personal calendar meetings
- Assign MTR Basic or Pro license to the user account

The screenshot shows the Microsoft 365 admin center interface. The left sidebar contains navigation options: Home, Users, Contacts, Guest users, Deleted users, Teams & groups, Billing, Setup, and Show all. The 'Users' section is expanded, and 'Active users' is selected. The main area displays a list of users. The user 'Teams Admin (tibowden)' is selected. The right pane shows the user's profile and the 'Licenses and apps' tab, which lists various Microsoft 365 licenses. The 'Microsoft Teams Rooms Pro' license is selected.

1. Microsoft 365 admin center

2. Users

3. Active users

4. Licenses and apps

5. Microsoft Teams Rooms Pro

Display name	Username
Patti Fernandez	PattiF@MODERNCOMMS362571.OnMicrosoft.com
Pradeep Gupta	PradeepG@MODERNCOMMS362571.OnMicrosoft.com
Raul Razo	RaulR@MODERNCOMMS362571.OnMicrosoft.com
Teams Admin (ainapor)	ainapor@MODERNCOMMS362571.OnMicrosoft.com
Teams Admin (dhenwood)	dhenwood@MODERNCOMMS362571.OnMicrosoft.com
Teams Admin (ianhawki)	ianhawki@MODERNCOMMS362571.OnMicrosoft.com
Teams Admin (juskelly)	juskelly@MODERNCOMMS362571.OnMicrosoft.com
Teams Admin (misatche)	misatche@MODERNCOMMS362571.OnMicrosoft.com
Teams Admin (nhalbert)	nhalbert@MODERNCOMMS362571.OnMicrosoft.com
Teams Admin (romcaffe)	romcaffe@MODERNCOMMS362571.OnMicrosoft.com
Teams Admin (rstepanc)	rstepanc@MODERNCOMMS362571.OnMicrosoft.com
Teams Admin (tibowden)	tibowden@MODERNCOMMS362571.OnMicrosoft.com
Teams Admin	teams.admin@MODERNCOMMS362571.OnMicrosoft.com

Account Devices Licenses and apps Mail OneDrive

- ☐ Advanced Communications
14 of 15 licenses available
- ☒ Microsoft 365 Business Premium
1 of 10 licenses available
- ☐ Microsoft 365 E3 (no Teams)
9 of 10 licenses available
- ☐ Microsoft 365 E5 (no Teams)
4 of 25 licenses available
- ☐ Microsoft Entra ID P2
There are no more product licenses available for this subscription. You don't have permission to purchase additional licenses.
- ☐ Microsoft Power Automate Free
9999 of 10000 licenses available
- ☐ Microsoft Teams Domestic and International Calling Plan
6 of 10 licenses available
- ☐ Microsoft Teams Enterprise
4 of 25 licenses available
- ☐ Microsoft Teams Phone Resource Account
25 of 25 licenses available
- ☐ Microsoft Teams Phone Standard
14 of 15 licenses available
- ☐ Microsoft Teams Premium Introductory Pricing
20 of 25 licenses available
- ☒ Microsoft Teams Rooms Pro
2 of 25 licenses available

Intune Considerations



Android Device Administrator

[Home](#) > [Devices | Android](#) > [Android | Android enrollment](#) >

Personal and corporate-owned devices with device administrator privileges

⚠️ Android's device administrator capabilities have been superseded by Android Enterprise. As a result, we recommend using Android Enterprise if it's supported in your country/region. [Learn more.](#) →

This setting enables Android's older management method, device administrator, to manage corporate data and apps. You can still manage your devices with device administrator, but we recommend that you switch to Android Enterprise for the most up-to-date and secure features. [Learn more.](#)

You can further configure platform settings and assign them to specific user groups in [Enrollment Restrictions](#). For example, you can use Enrollment Restrictions to force devices to enroll with device administrator in regions that do not support Android Enterprise.

☒ Use device administrator to manage devices. By enabling this feature, you grant Microsoft permission to send both user and device information to Google. [Learn more.](#)

Many of you will have seen this and perhaps stopped at this point...perhaps not 100% sure what to do!

[Learn](#) / [Microsoft Intune](#) / [Intune service](#) /

Android device administrator enrollment

Article • 05/04/2024 • 10 contributors

[Feedback](#)

In this article

- [Set up device administrator enrollment](#)
- [Block device administrator enrollment](#)
- [Microsoft Teams certified Android devices](#)
- [Next steps](#)

🔔 Important

Microsoft Intune is ending support for Android device administrator management on devices with access to Google Mobile Services (GMS) on August 30, 2024. After that date, device enrollment, technical support, bug fixes, and security fixes will be unavailable. If you currently use device administrator management, we recommend switching to another Android management option in Intune before support ends. For more information, read [Ending support for Android device administrator on GMS devices](#).

Android device administrator (sometimes referred to *legacy* Android management and released with Android 2.2) is a way to manage Android devices. However, improved management functionality is available with [Android Enterprise](#) in countries where [Android Enterprise is available](#). In an effort to move to modern, richer, and more secure device management, Google deprecated Android device administrator management in 2020 and Intune will be ending support for device administrator devices with access to Google Mobile Services in August 2024.

Therefore, we advise against enrolling new devices using the device administrator process described here and we also recommend that you migrate devices off of device administrator management.

For information about using device administrator when Google Mobile Services is unavailable, see [How to use Intune in environments without Google Mobile Services](#).

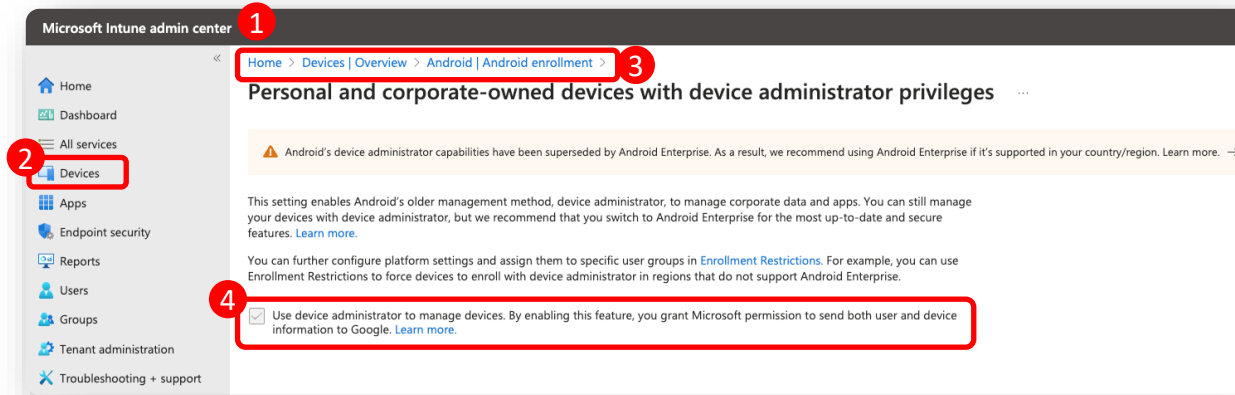
If you still decide to have users enroll their Android devices with device administrator management, continue to the next section.

Microsoft Intune

Android Device Administration and Enrollment

Intune needs to be setup correctly to manage Android based Microsoft Teams Rooms devices.

- As of today, Microsoft only support the legacy Android Device Administrator Management for MTRoA devices. This uses an older and depreciated set of Android API's for device management.
- Microsoft is moving to a Next Gen Management platform using Android Open Source Project (AOSP) Enrollment Profiles. This is not currently available today.



Microsoft Intune

Android (AOSP) corporate-owned user-less devices

What we know so far...

- Applicable to devices that **do not** support Google Mobile Services
- Intended to be shared by more than one user
 - Will require an 'enrollment profile' to be created before device can be enrolled.
 - AOSP policies will need to be created for the Microsoft Teams Rooms Android devices. The policies **should be created** before taking new firmware update to ensure the devices work as intended after the migration.
- Migration to AOSP profiles *should* be invisible to users.

Policies

Conditional Access Policies – Android DA

These are typically things that would provide access to resources on the condition that a certain policy or certain policies are met.

- Examples of policies that Microsoft Teams Rooms on Android support
 - **User Identity** – Ensure only certain accounts can log into a Microsoft Teams Room
 - **Device Platforms** – Ensure the resource account can only login if the device is on Android or Windows
 - **Locations** – Only allow devices to login if they meet certain location requirements
 - **Compliance** – Require the device to be Compliant per policy

Policies

Compliance Policies – Android DA

Compliance Policies are more to ensure that the devices meet certain minimum requirements related to the device depending on the policy rules in place.

Compliance Policies can be used to just inform administrators of non-compliance, or they can be used to block or quarantine.

- Examples of policies that Microsoft Teams Rooms on Android support include:-
 - **Root** – Is the device Rooted?
 - **OS Version** – Define and set a minimum/maximum version of Android OS support
 - **Encryption** – Require the device to have Encrypted Storage
 - **USB Debug** – Block USB Debugging

It is expected that additional compliance policies will become available when Microsoft move to Next Gen Management platform.

Security Considerations

Microsoft Teams Rooms on Android

- Resource Accounts:
 - Do not enforce password expiration
 - Do not enforce multi-factor authentication through another device (push notification, text, phone call etc), instead leverage known location and/or device compliance as the second factor to secure accounts.
- Conditional Access:
 - Resource accounts should be excluded from user CA policies and have unique policies created to ensure the resource accounts are locked down appropriately
 - Consider device filters to apply your CA policies

Network Requirements



Microsoft - Network Requirements

Microsoft Office 365 and Microsoft Teams has several network requirements. The links below detail these requirements further.

Services	Teams Rooms on Android
Microsoft Teams	<u>Required</u>
Microsoft Office 365	<u>Required</u>
Microsoft Intune	<u>Optional</u>
Pro Management Portal	<u>Optional</u>
Unauthenticated Proxy	<u>Optional</u>
QoS	<u>Optional</u>
802.1x	<u>Optional</u>
Bandwidth Policy	<u>10 Mbps</u>

Cisco - Network Requirements

The following requirements need to be taken into consideration when the Cisco collaboration device is registered to Control Hub. These requirements are in addition to the Microsoft network requirements as detailed in the previous slide. [Full details located here.](#)

Destination port	Protocol	Description
443	TLS	Webex HTTPS signaling – session establishment to Webex services are based on URLs rather than IP addresses
53	UDP/TCP	Domain Name System (DNS)
5004 and 9000	SRTP over UDP	Encrypted audio, video and content sharing for when Cisco collaboration device is joining a Native Webex meeting experience
5004	SRTP over TCP	TCP also serves as fallback for encrypted audio, video and content if UDP cannot be used.
443	SRTP over TLS	Fallback transport protocol for encrypted audio, video and content sharing if UDP and TCP cannot be used. Media over TLS is not recommended in production environments

New – Network Requirements Tool

<https://help.webex.com/en-us/nrt>

Webex Network Requirements

Available Services

Select which services and subservices you would like to deploy.

Webex App

+

Webex Calling For Devices

+

Webex Edge For Devices

+

Webex Registration For Devices

+

Microsoft Teams Rooms

✓

Add Service

Reset

Cisco devices for Microsoft Teams Rooms - Updated 2023-07-03

Teams Registration

Teams Registration - Microsoft components

Teams Registration - Webex Control Hub components

Selected Services

Confirm your selected services and generate when ready.

Generate

Microsoft Teams Rooms

Teams Registration

Teams Registration - Microsoft components

Teams Registration - Webex Control Hub components

Cisco Webex PublicWebex Network Requirements Guide - Generated On: 2024/09/271

Webex Network Requirements Guide

This guide provides network connectivity requirements for your choice of Webex services, it was generated by <https://help.webex.com/nrt>

Cisco Webex PublicWebex Network Requirements Guide - Generated On: 2024/09/272

Microsoft Teams Rooms

Teams Registration - Teams Registration Webex Control Hub Components

Protocol_and_port	Destination_domain	Notes	Function	Source
TLS 443	*.wbx2.com, *.ciscospark.com, *.webexapis.com, *.webex.com, *.cisco.com	Session establishment to Webex services is based on defined URIs, rather than IP addresses.	Webex HTTPS signalling	Ephemeral

Protocol_and_port	Ip_address_range	Function	Source	Description
5004 And 9000 UDP Fallback To 5004 Over TCP Fallback To 443 Over TLS	23.89.0.0/16, 44.234.52.192/26, 62.109.192.0/18, 64.68.96.0/19, 66.114.160.0/20, 66.163.32.0/19, 69.26.160.0/19, 114.29.192.0/19, 144.196.0.0/16, 150.253.128.0/17, 163.129.0.0/16, 170.72.0.0/16, 170.133.128.0/18, 173.39.224.0/19, 173.243.0.0/20, 207.182.160.0/19, 209.197.192.0/19, 210.4.192.0/20, 216.151.128.0/19	Encrypted audio, video, and content sharing for the Cisco collaboration device when dual registered and calling into a Webex meeting	Ephemeral	5004 and 9000 SRTP over UDP preferred. Falls back to 5004 SRTP over TCP and then falls back to 443 SRTP over TLS. Media over TLS is not recommended in production environments.

Teams Registration - Teams Registration Microsoft Components

Description	Url	Name
Microsoft resources covering resource account creation,	https://docs.microsoft.com/microsoftteams/rooms/with-office-365?tabs=m365-admin-center%2Cazure-active-directory%2Cpassword%2Cactive-directory%2Clicense	Resource creation process for Microsoft Teams Rooms

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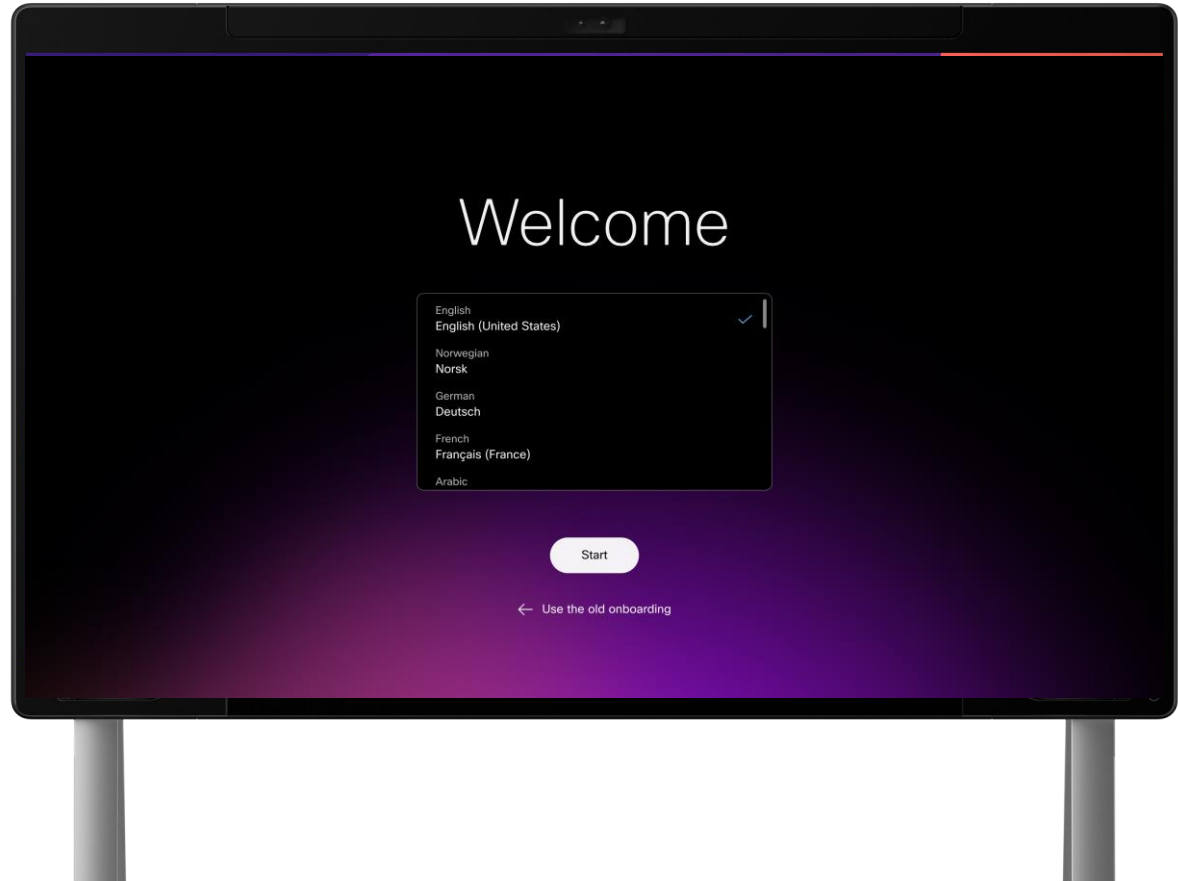
42

On-boarding



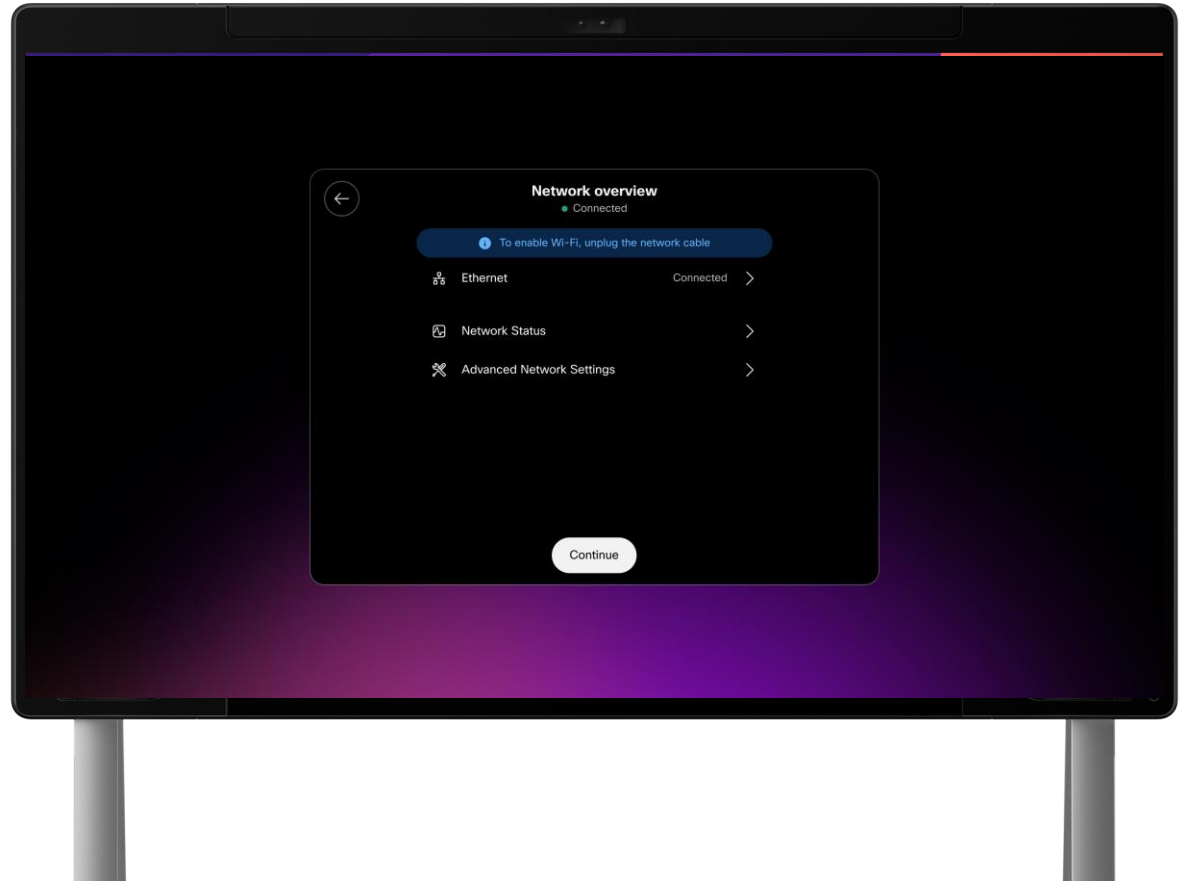
On-boarding flow - Welcome

Initial setup screen allows the language of the device to be selected.



On-boarding flow – Network Settings

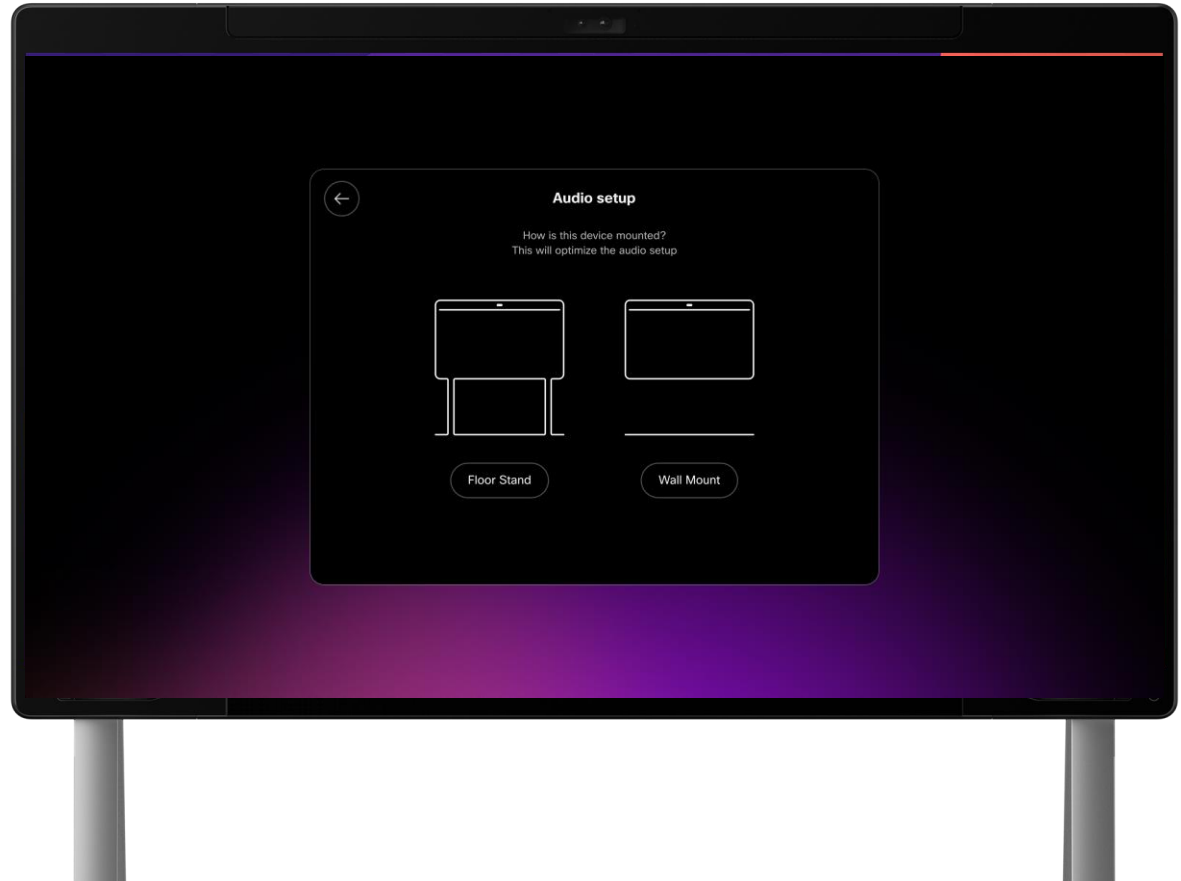
Network overview provided to detail connected network interface and also the options to change settings if needed via Advanced Network Settings menu.



On-boarding flow – Audio & Video Setup

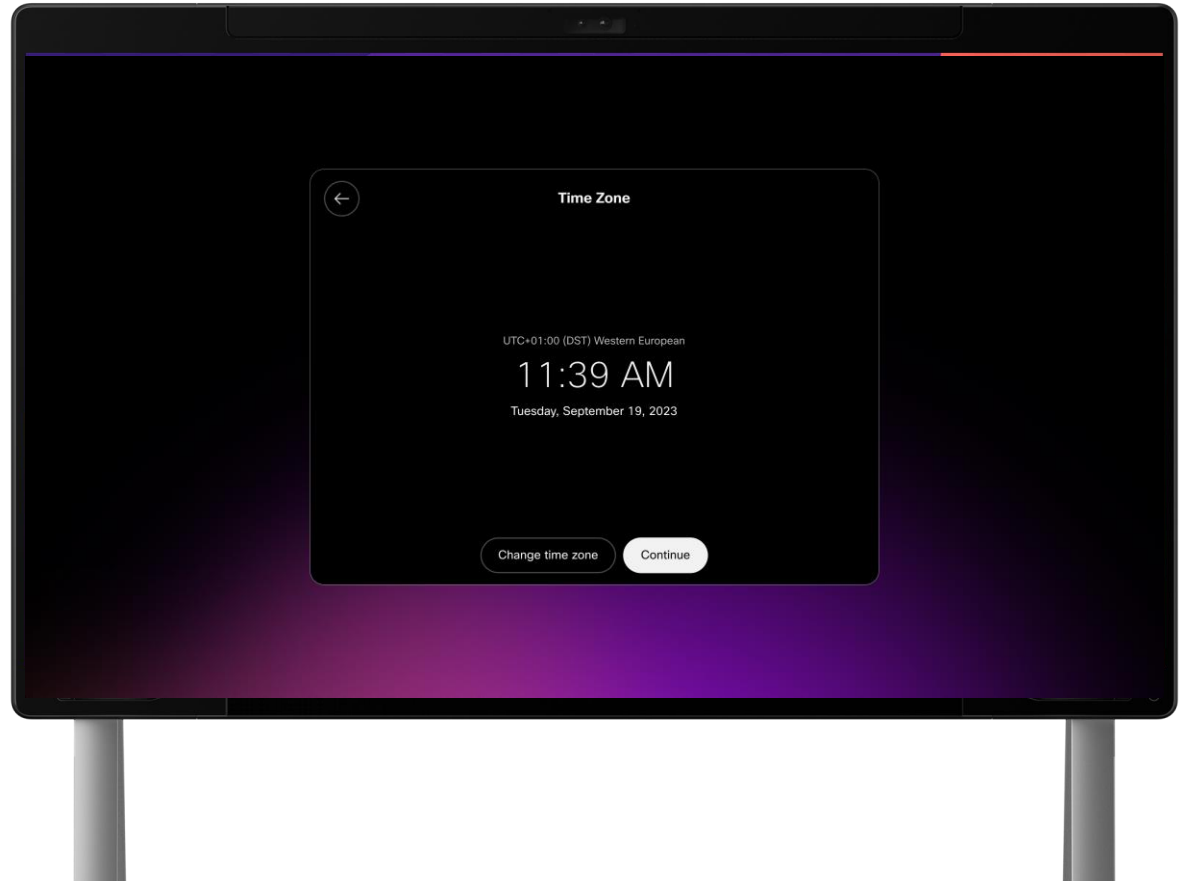
For the Cisco Board Pro, the audio is tuned based upon floor stand or wall mount.

For devices such as Room Bar Pro, you will see video as well as audio setup screens during the setup process.



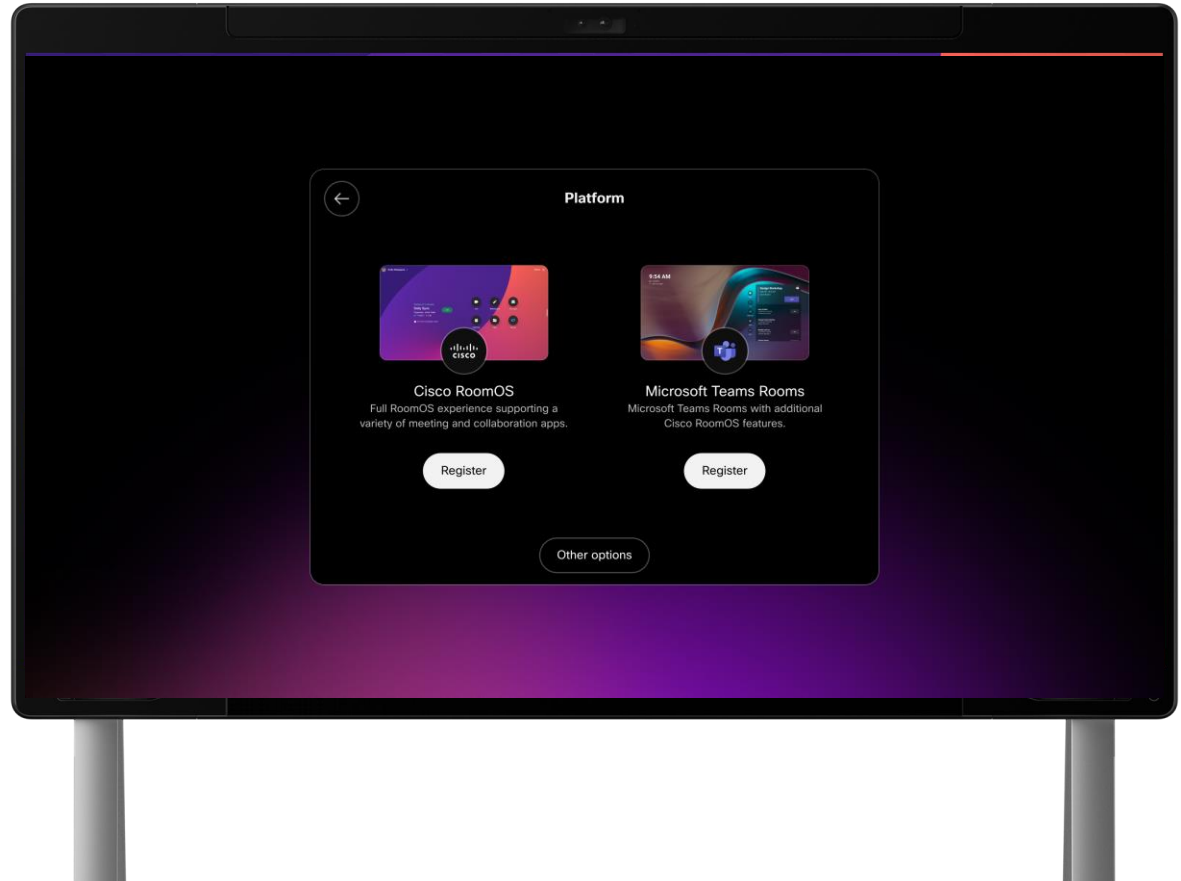
On-boarding flow – Time Zone

Option to select device time zone and also time format (12H/24H).



On-boarding flow – Platform Selection

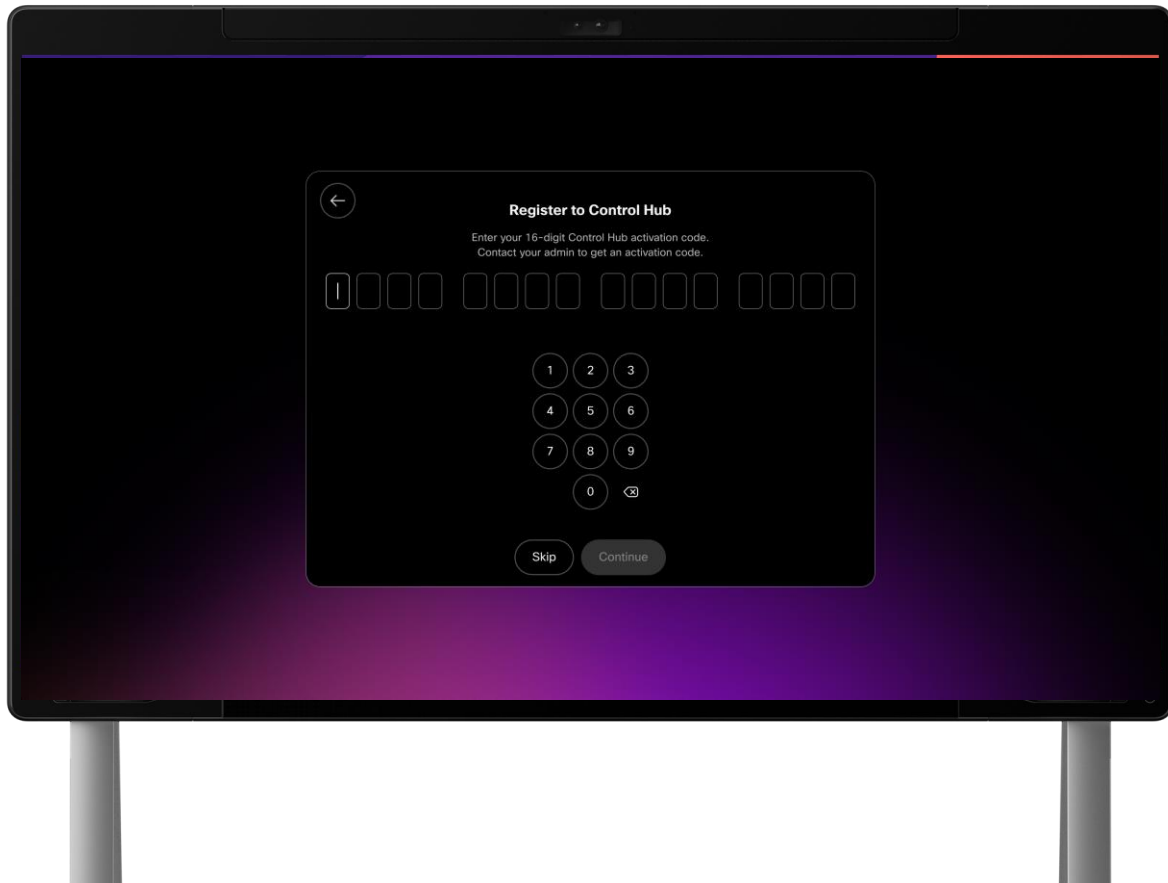
Option to pick which platform the Cisco collaboration device is to be registered with.



On-boarding flow – Control Hub Registration

Microsoft Teams and Control Hub registration

Control Hub registration is presented. This is an optional step (but highly recommended). Enter the 16-digit registration code generated in Control Hub. If not required, 'Skip' button can be used.

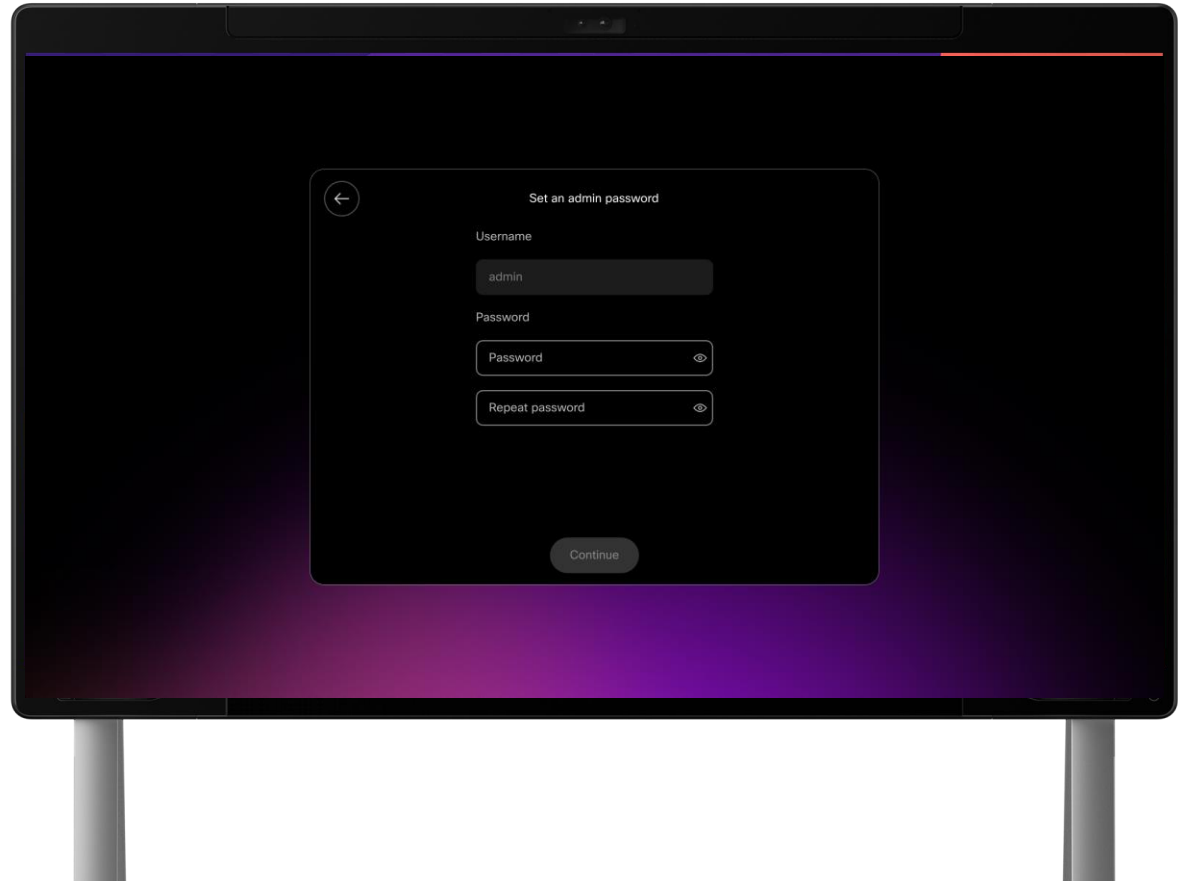


On-boarding flow – Local Admin Password

If the 'Skip' button has been used in the previous screen, you will be required to set (and repeat) an admin password.

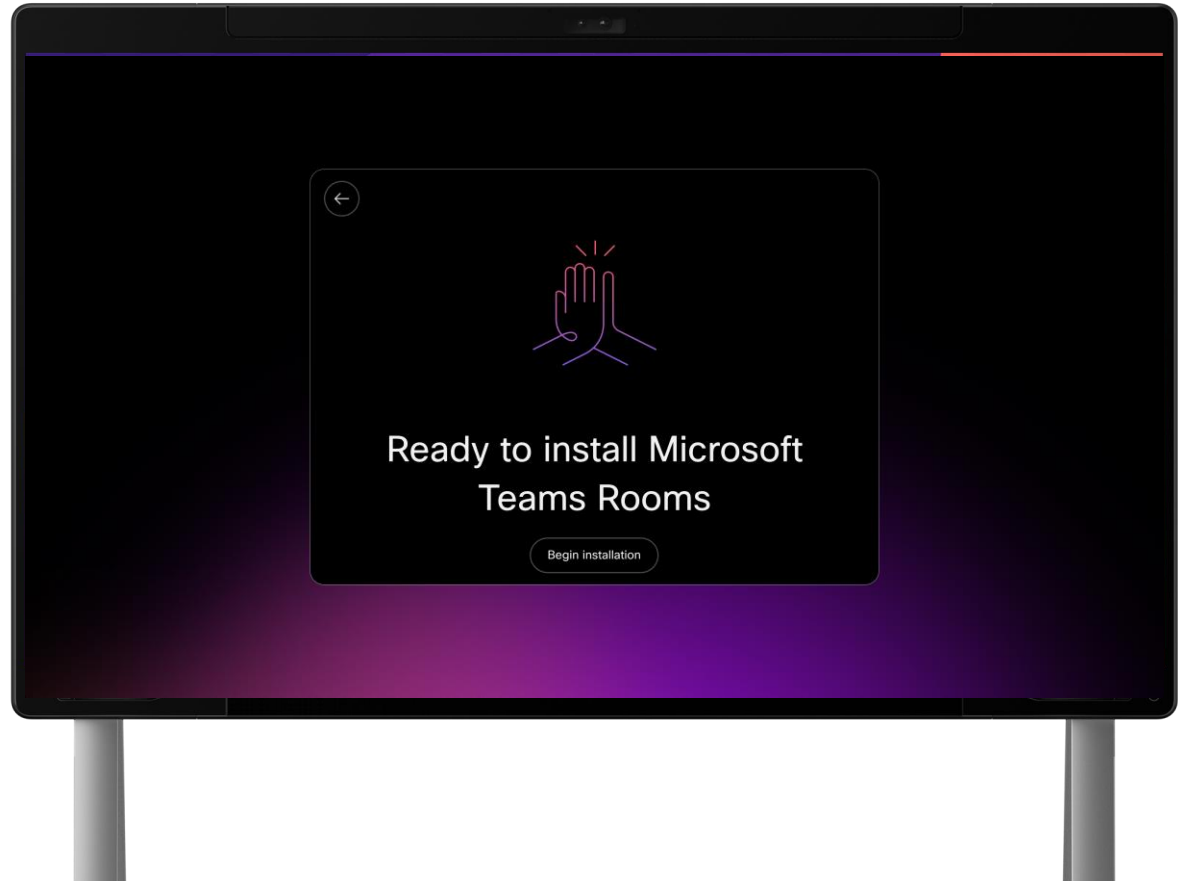
This will allow for an admin to log into the WebUI of the Cisco collaboration device.

It can be changed from Teams Admin Center at a later stage.



On-boarding flow – Begin MTR Installation

Once the Cisco collaboration device has been registered to Control Hub (or the step has been skipped), Microsoft Teams Rooms is ready to install.

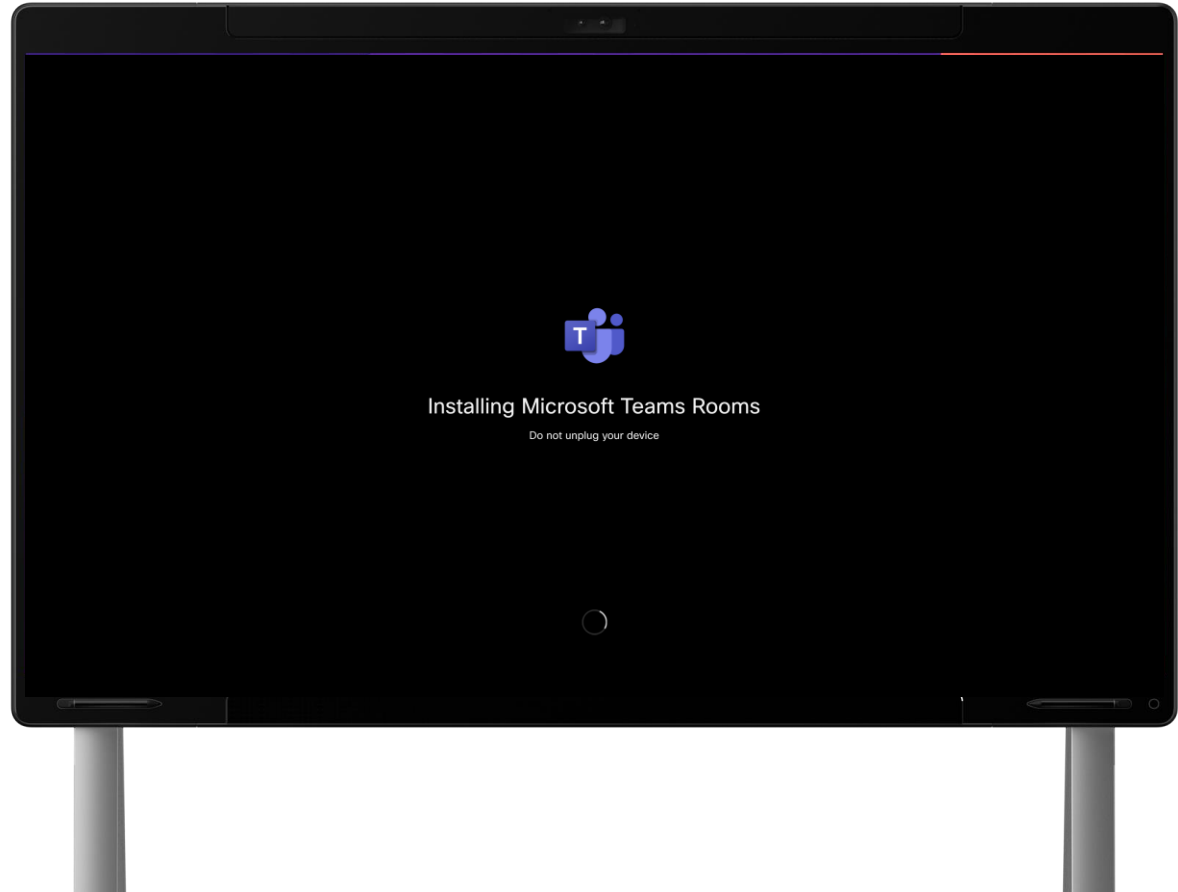


Installation flow

The Microsoft Teams Room application will start to install to the Cisco collaboration device.

The application will install into a container sitting on top of RoomOS 11.

Once installed, the Cisco collaboration device will provide the relevant information to complete the sign-in to Microsoft Teams.

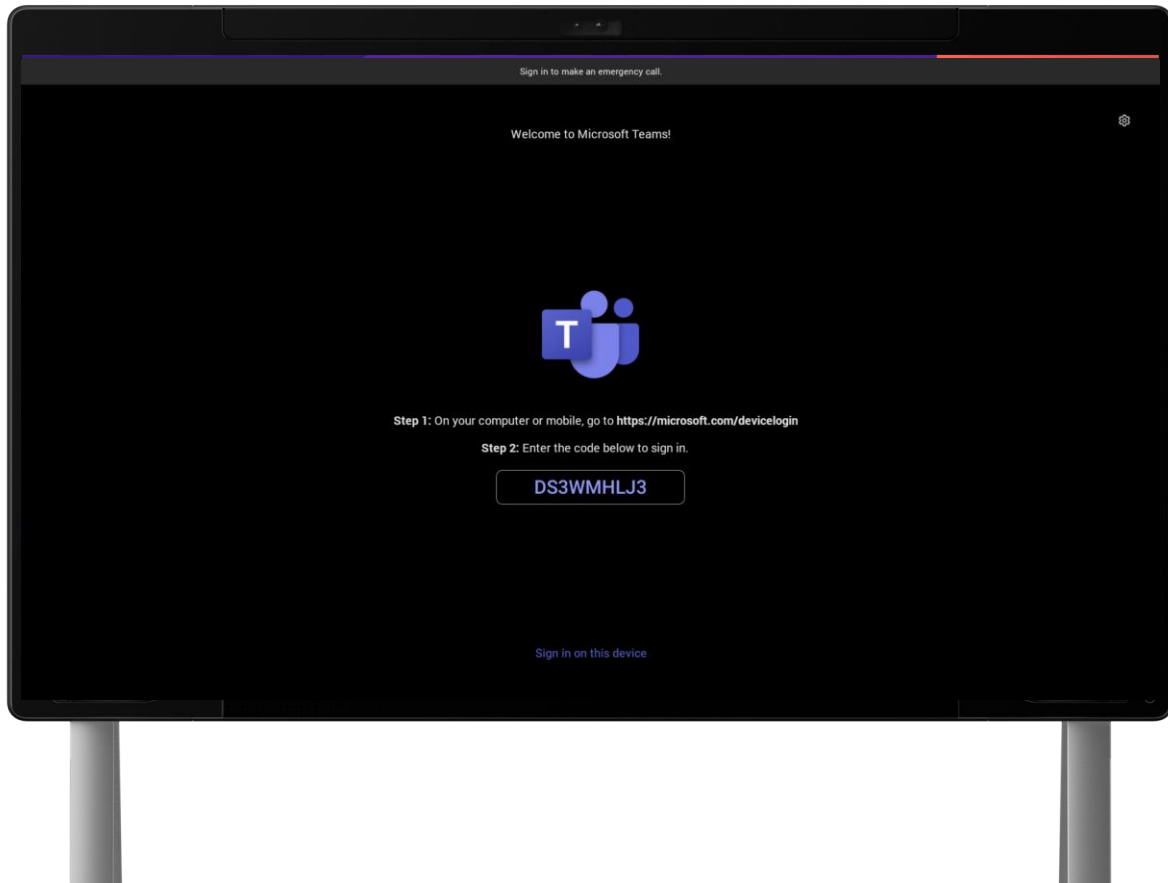


Activating Microsoft Teams

Once installation has completed, the Welcome to Microsoft Teams screen will be seen.

From here the Cisco collaboration device can complete registration either through:

- Visiting microsoft.com/devicelogin
 - Enter the activation code
 - Authenticate using the room resource credentials
- Logging in on the device
 - Tap 'sign in on this device'
 - Authenticate using the room resource credentials

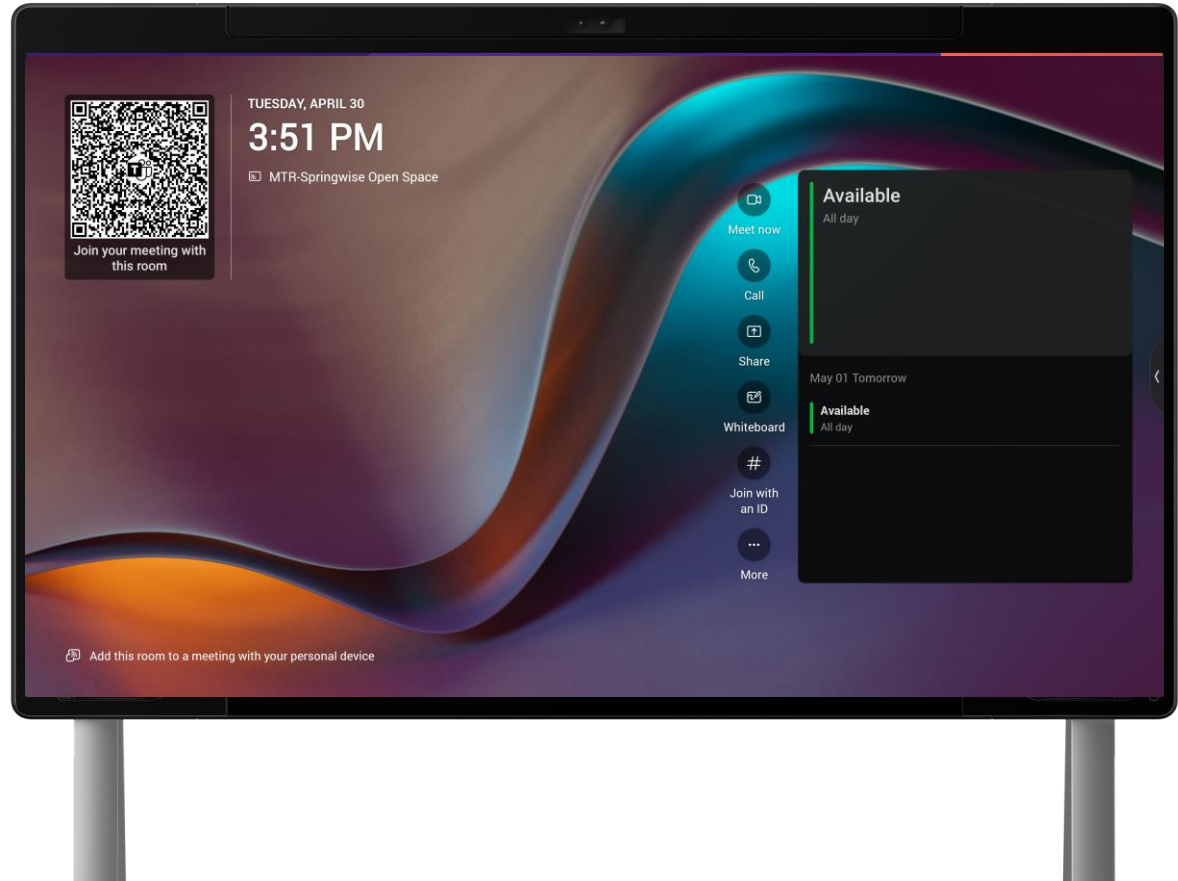


Successful activation

Once successfully logged in, the Cisco collaboration device will display the Microsoft Teams Rooms home screen.

The homescreen will provide access to :

- Meet Now
- Call
- Whiteboard
- Share
- Join Teams Meeting with meeting ID#
- More
- Volume control
- Device settings



Activating Microsoft Teams – Navigator Panel

When using a Navigator control panel, separate activation code will be displayed on the Navigator.

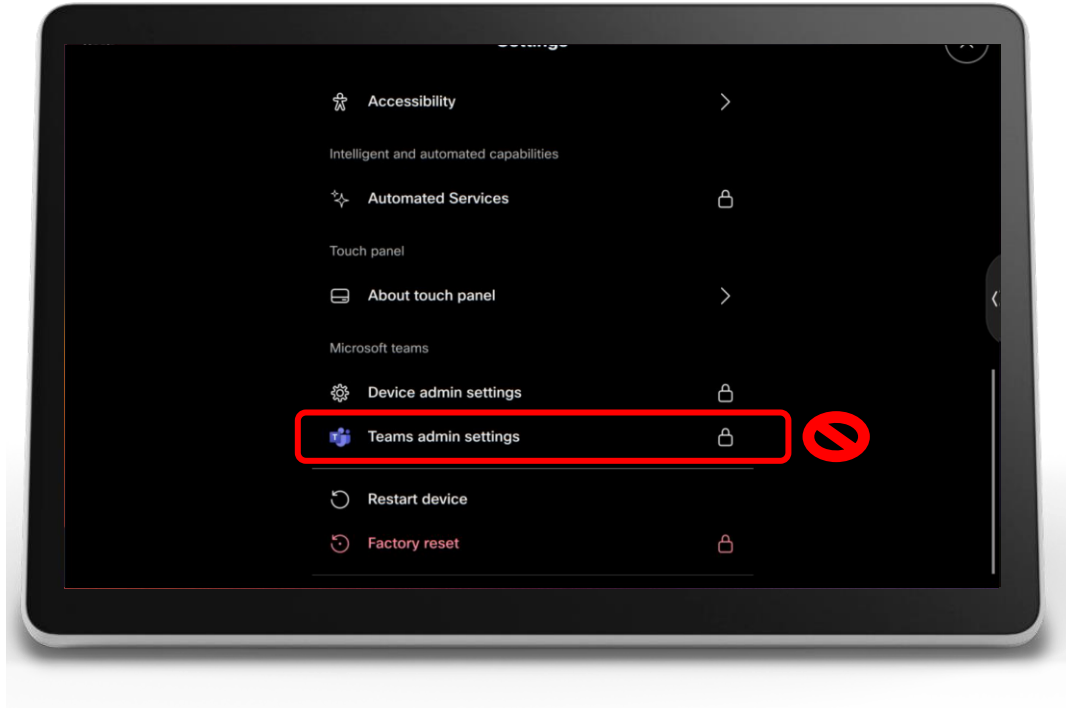
Complete activation of Room Bar, Codec or Board Pro first.

Complete activation using the same room resource account

Navigator will automatically pair to the room video device



Enable Webex One Button Join



Unlock Device Settings

The screenshot illustrates the process of unlocking device settings in the Webex Control Hub. The interface is divided into a left sidebar and a main content area. The sidebar contains sections for Overview, Alerts centre, MONITORING (Analytics, Troubleshooting, Reports, Customer Journey Data), and MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps). The main content area shows the 'Device' page for 'Conf Room Baker', a Meeting Room with a capacity of 4 people. Below this, there are tabs for Overview, Scheduling, Calling, and Meetings. The 'Overview' tab displays a list of devices: Cisco Room Bar, Cisco Room Navigator, and SAM SAMSUNG. A red box highlights the 'Workspaces' option in the sidebar (2). Another red box highlights the 'Conf Room Baker' device name (3). A third red box highlights the three-dot menu icon next to the 'Cisco Room Bar' device (4). A fourth red box highlights the 'Lock device settings' option in the dropdown menu (5). A fifth red box highlights the 'Device settings' toggle switch in the 'Lock device settings' dialog box, which is currently set to 'Unlocked' (6). The dialog box also includes a 'Cancel' button and a 'Save' button.

1 webex Control Hub

2 Workspaces

3 Conf Room Baker

4

5 Lock device settings

6

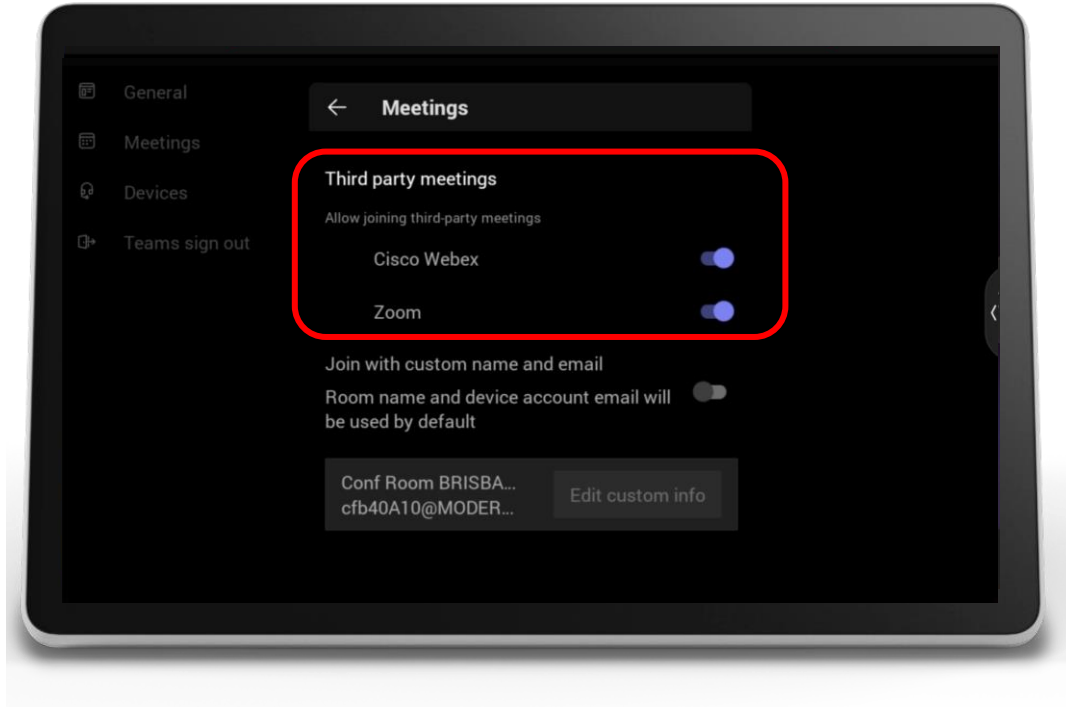
Lock device settings

Device settings

Unlocked

Cancel Save

Enable Webex One Button Join



Conversion to MTR of Control Hub registered device!



API Usage

- To convert an existing device registered to Control Hub, a single command can be used to start the conversion.
 - Will maintain device registration in Control Hub
 - Will maintain existing analytics settings
 - Will maintain existing workspace
 - Control Hub will update to reflect that the device is now configured for Microsoft Teams Rooms
- And the command is...
 - `xCommand MicrosoftTeams Install Name: MicrosoftTeamsRooms`

Room Booking Panel Considerations



Room Booking Panel Options with Cisco MTR

Microsoft Teams Panel



Cisco Room Scheduler



3rd Party Booking Application (PWA)



Booking Panel Comparison

	Microsoft Teams Panel	Cisco Room Scheduler
LED Control	Yes – Available (Green) or Busy (Red) ** If Control Hub Registered will also get Booked but not Occupied (Yellow) and Not booked, but Occupied (Purple)	Yes – Available (Green), Booked but not Occupied (Yellow), Occupied (Red)
Adhoc Reservation	Yes	Yes
Check-In	Yes – manual or join meeting	Yes – manual or join meeting, occupancy sensor, start local screen share
Occupancy Sensor Data	No ** capacity warning only	Yes
Environmental Sensor Data	No	Yes
Room Release	Yes	Yes

Cisco Room Scheduler Setup with MTR

- Setup as Standalone in same CH workspace
- Hybrid Calendar required – linked to same resource account as MTR
- Room occupancy from MTR automatically updates Navigator panel and LED



Conf Room Baker

Meeting Room • Capacity: 4 people

Overview Scheduling Calling Meetings

Devices

Cisco Room Bar
Online • • ⓘ

Cisco Room Navigator
Online • • ⓘ

SAM SAMSUNG
Online • ⓘ

Scheduling

Office 365
Activated - since July 22, 2024 [See history](#)

Email Address BrisbaneOffice@barkwood.onmicrosoft.com

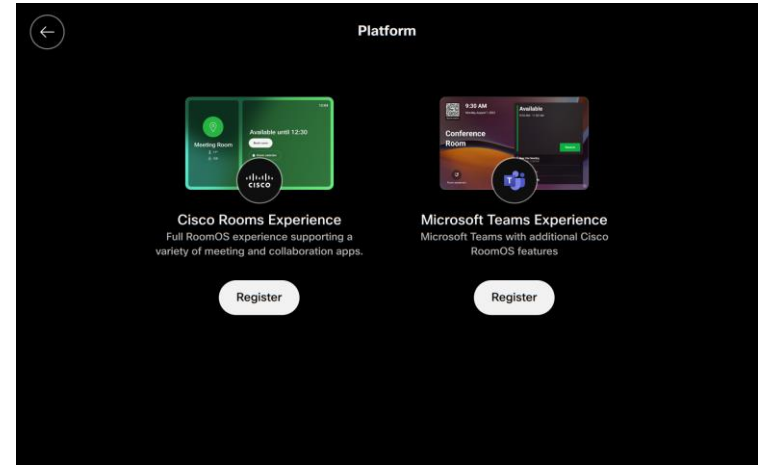
Cisco Room Scheduler – Check in / out

- Booking is released and the organiser gets an email informing about the cancellation if nobody checks in.
 - Manual check-in on Navigator Panel
 - Automatically check-in
 - Joining a call
 - Local share session started
 - People count is 1 or more
- Configuration:
 - Bookings CheckIn Enabled: <True/False>
 - Default: False
 - Bookings CheckIn WindowDuration: <5, 10, 15, 20, 30, 60>
 - Default: 10

Microsoft Teams Panel

First-Time Setup Wizard

1. Language Selection
2. Set as a Standalone unit
3. Select "Room booking"
4. Choose "Outside the Room"
5. Network and Time Settings
6. Select "Microsoft Teams Experience"
7. Complete Control Hub registration (recommended)
8. Sign-in using room resource account



* Previously shipped Navigators may need software update prior to seeing FTSW

MTR in Personal Mode



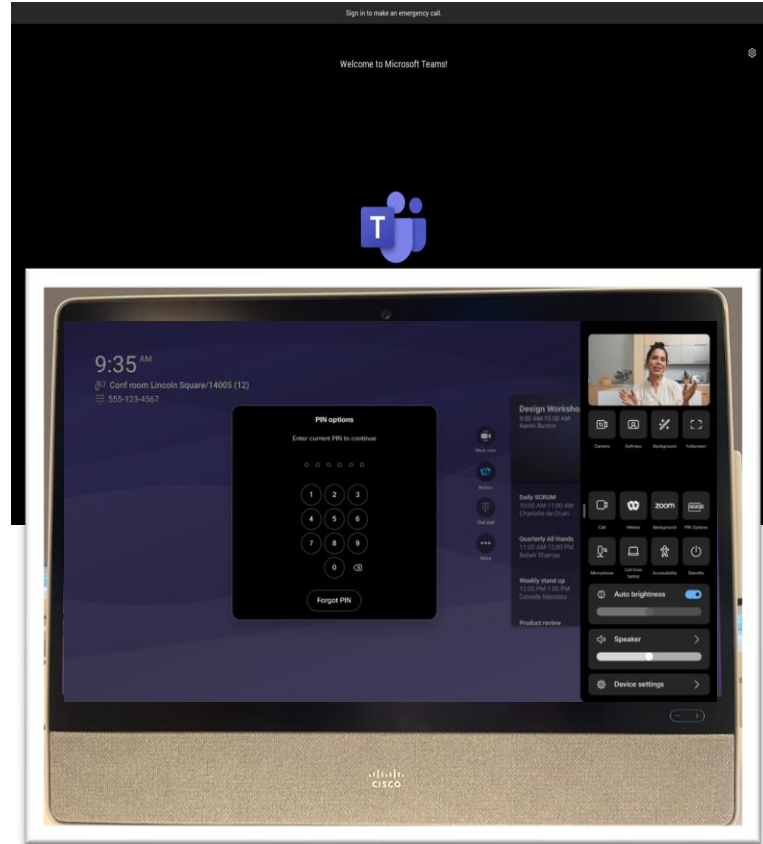
Personal MTR Device

Same on-boarding flow as MTR

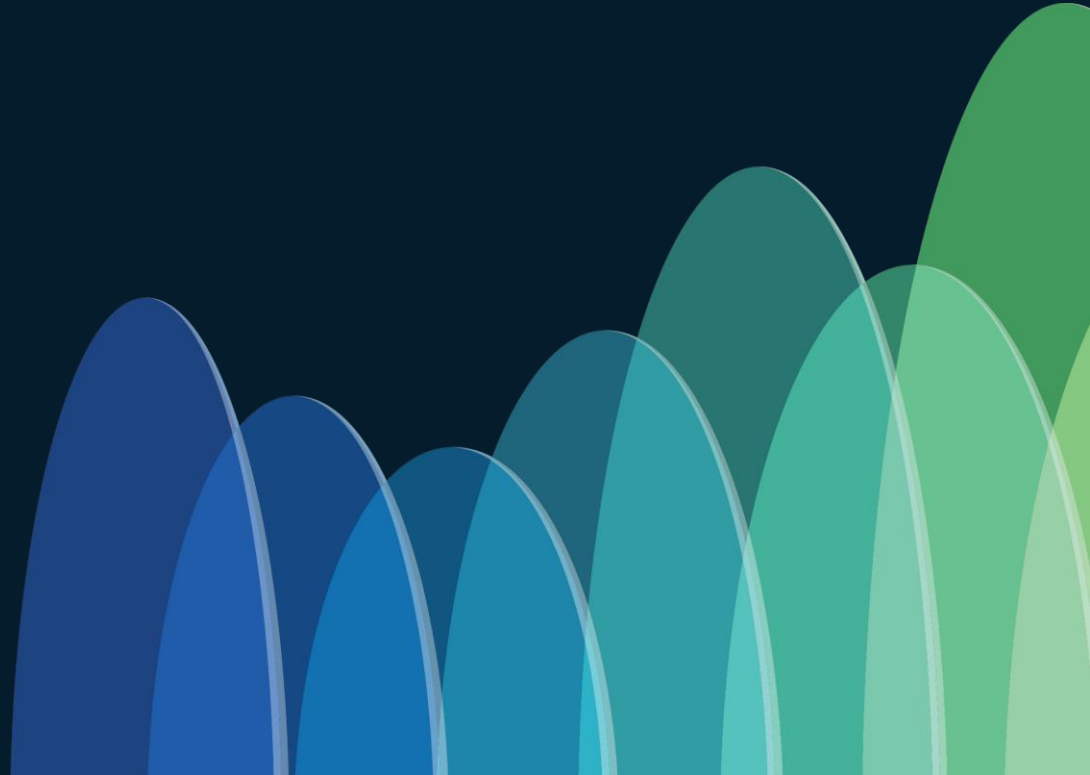
Sign-in with user account instead of room resource account

PIN Lock for device (requires Control Hub registration).*

* Available in Beta



Meeting Experiences



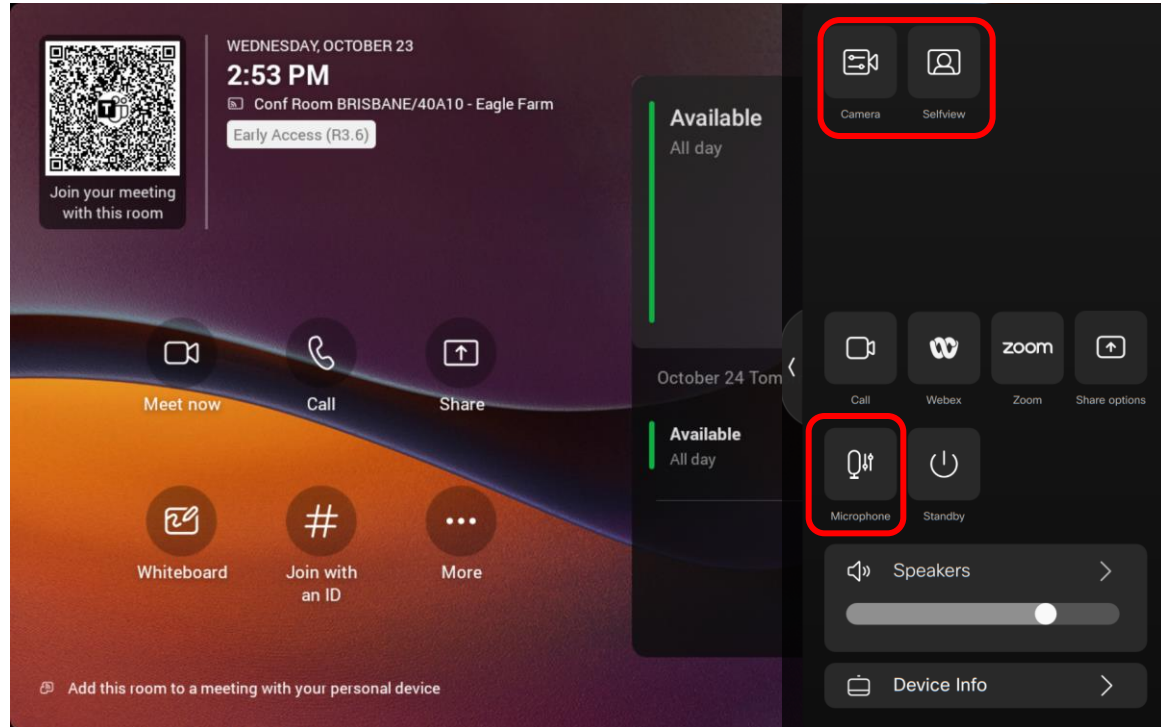
Access RoomOS camera and audio settings

Access to RoomOS Audio & Video AI features:

- Camera intelligence
- Audio intelligence
- Background replacement (Cisco Desk Pro only)

When in a:

- Microsoft Teams meeting
- Webex / Zoom / BYOD meeting



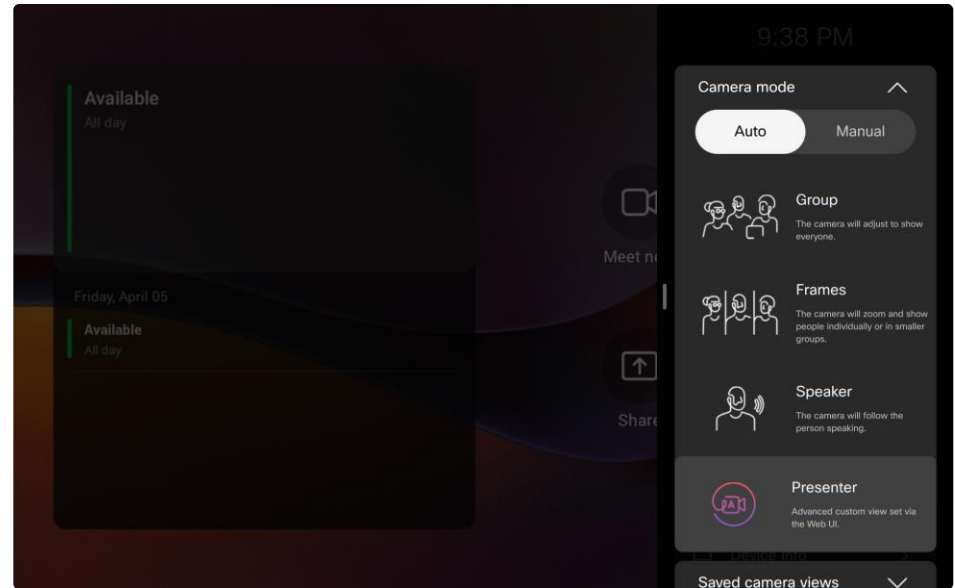
Camera intelligence from Room Navigator

Room Navigator support:

- Cisco Room Bar, Room Bar Pro
- Cisco Room Kit EQ/EQX, Room Kit Pro
- Cisco Board Pro/Board Pro G2

Camera modes available:

- Group (best view)
- Frames
- Speaker
- Presenter (on supported systems)
- Cross View (EQ bases systems only)
- Camera presets



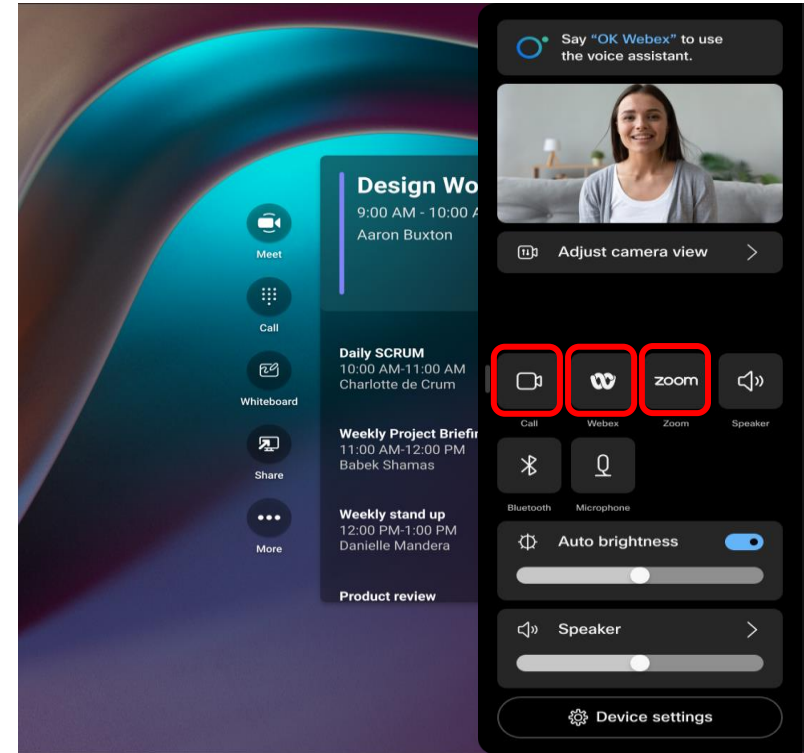
Enhanced 3rd Party Meeting Platform Support

With Control Hub Registration:

- Native Webex Meeting experience (OBTP and Adhoc)
- RoomOS Zoom Interop (Adhoc)
- Native SIP dialing
- Native Webex Calling

No Control Hub:

- WebRTC direct guest join experience for Webex and Zoom meetings



Content Sharing

Make content sharing simple with a wide range of wired and wireless options:

- USB-C
- HDMI
- Miracast® (not supported on non-Radio versions)
- Microsoft Teams Cast
- * Airplay (Roadmap)

Please note that the Cisco Room Kit Pro does not support USB-C sharing options

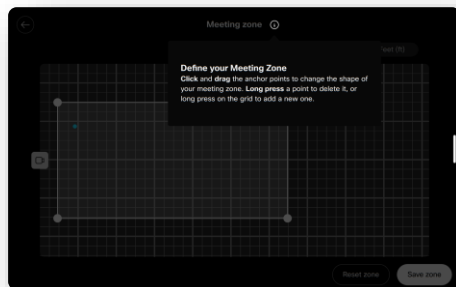
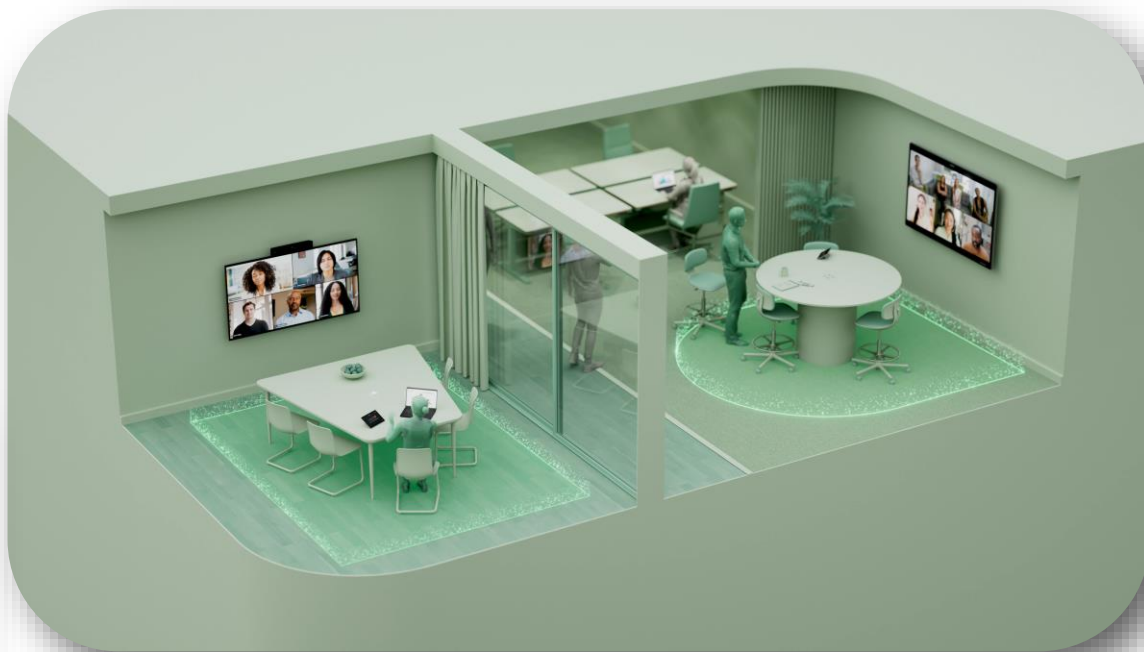


Cinematic Experiences



Meeting Zone

- Enable efficient, distraction-free meetings in open spaces and glass-walled meeting rooms by only framing and tracking people in the meeting.
- Manually set boundaries via the underlying RoomOS UI
- When Meeting Zone is configured, People Count detection and analytics will only include those detected within the configured zone.



Frames

Frames is a **camera mode** that captures a meeting room by sending an enhanced view of the people

- Leaves out blank space and makes people larger, allowing for a better view of facial expression and body language
- Adapts dynamically to capture people in individual frames or as groups if they are sitting close
- If there are more than four people in the room they'll be grouped into frames, or the device switched automatically to a Group view that shows everyone present

All processing is done with the device camera and **Frames** can therefore be sent to **any call or meeting**

- Microsoft Teams
- Webex
- Zoom
- BYOD Meeting

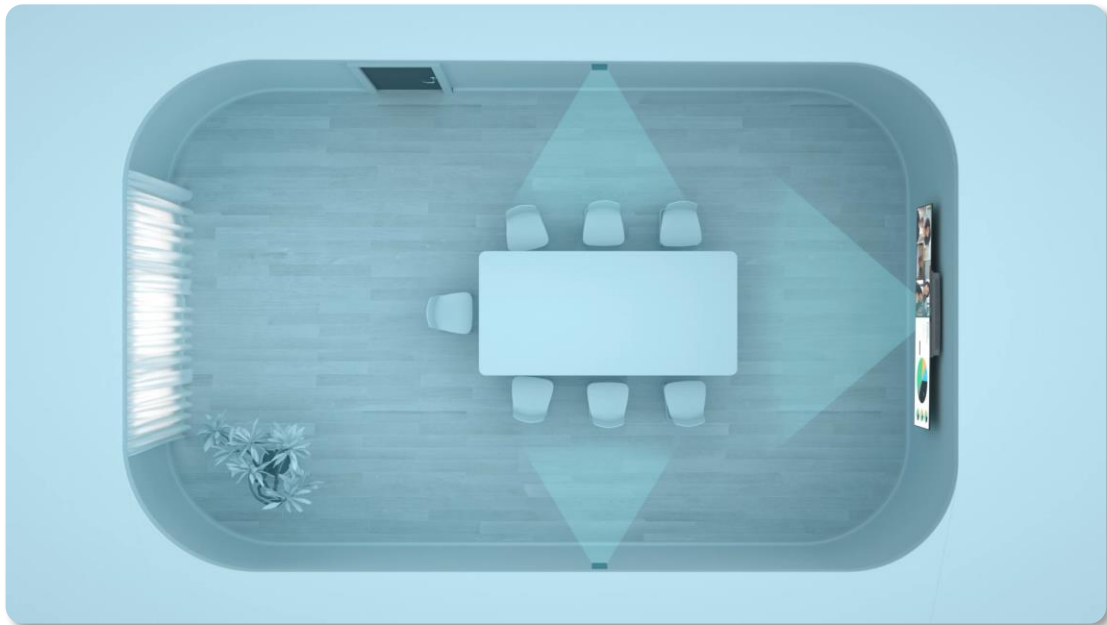


Cross-View

AI-driven feature bringing cinematic views to meetings using:

- One 'main' Quad Camera at the front of the room.
- Two PTZ4K 'side-cameras' covering the long edges of the meeting room table
- 'Array' of Cisco Table or Ceiling Microphone Pros. The Array is used together with the cameras for locating active speakers.

All intelligence related to camera switching and control is run locally on the device, meaning that Cross-View will work in any meeting.



Extended Speaker View

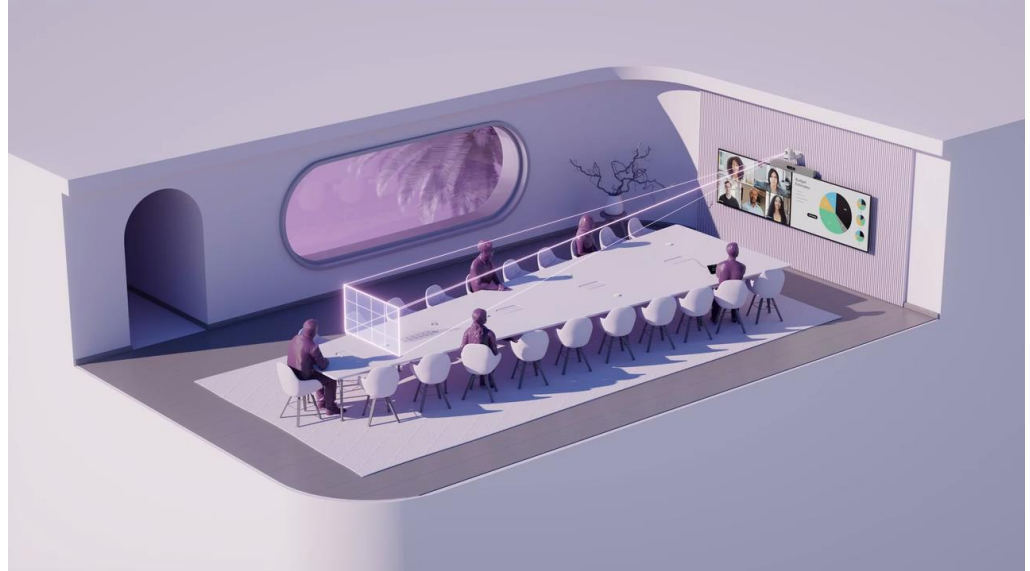
Adaptive speaker tracking and intelligent framing by the Cisco Quad Camera and the Cisco PTZ 4k camera

Add a Cisco 4K PTZ camera to Codec Pro, Codec EQ and EQX systems to extend the camera range to 15 m/50 ft.

We recommend using this for meetings where some participants are further than 6 meters or 20 ft from the camera.

Minimum 3 Cisco Microphone Pros or 1 Ceiling Microphone Pro.

All intelligence related to camera switching and control is run locally on the device, meaning that Extended Speaker View will work in any meeting.

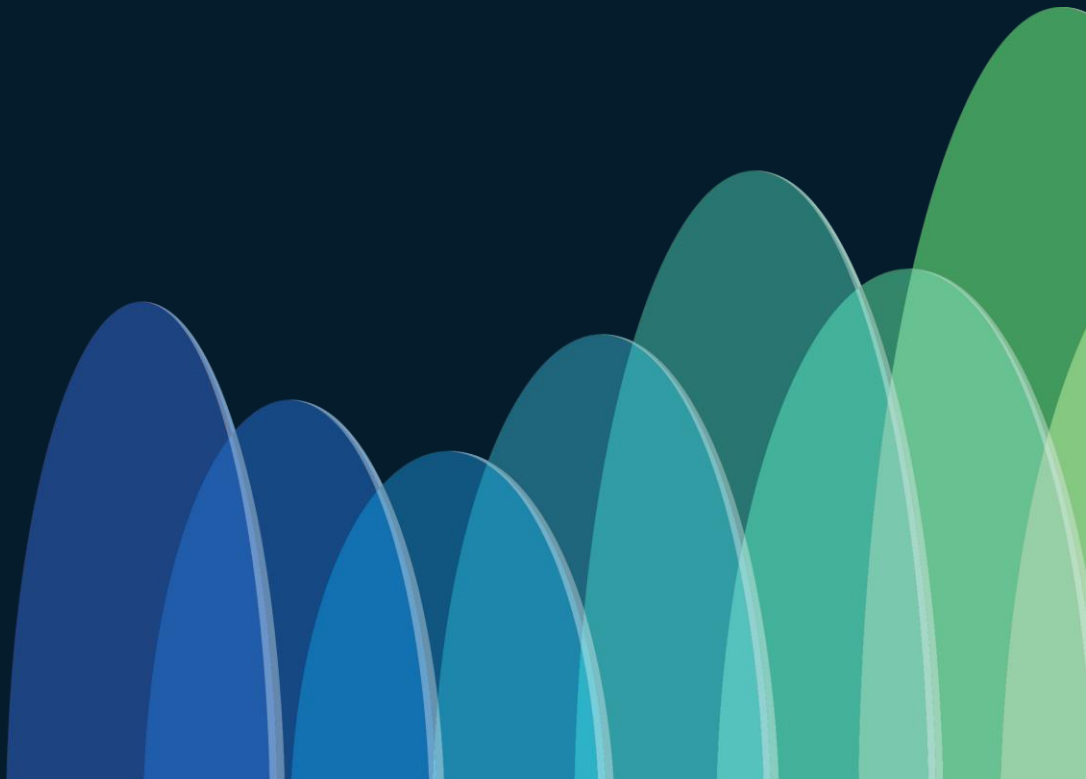


Cinematic Views support matrix

For your
reference

	RoomOS Only	Microsoft Teams Rooms without Control Hub registration	Microsoft Teams Rooms with Control Hub registration
Frames	Yes	Yes	Yes
PeopleFocus	Yes when in a native Webex meeting	No	Yes when in a native Webex meeting
Meeting Zone	Yes	Yes	Yes
Cross-View	Yes	Yes	Yes
Presenter Track	Yes	Yes	Yes
Extended Speaker View	Yes	Yes	Yes
Presenter and Audience	Yes	No	No
Campfire	Yes	No	No

Management



Teams Admin Center and Pro Portal



Navigating Teams Admin Center (TAC)

Microsoft Teams admin center

Search

Users

Teams devices

Store

Teams Rooms on Windows

Teams Rooms on Android

Surface Hubs (Legacy)

Panels

Phones

Displays

SIP devices

Teams apps

Meetings

Messaging

Voice

Locations

Frontline deploy...

Devices summary

10 Total, 5 Online, 5 Offline

Health summary

0 Healthy, 5 Non-urgent, 0 Critical

License summary

12 Pro

Browse Teams certified devices

Shop devices

Software auto-updates

3 Automatic updates are underway. View details

Important notice: We are improving our services to enhance security, performance, and overall experience. To ensure continued functionality of your Teams Android devices, it is recommended to update them as soon as the latest versions are available. To help you with this process, Microsoft Teams certified devices will continue to be automatically updated.

Teams Rooms on Android

Touch consoles

Configuration profiles

Edit Assign configuration Manage tags Update Restart Remove 10 items

Display name	Username	Device name	License	Health status	Automatic updates	Manufacture
Conf Room BRISBANE/40B20 - Fortitude Valley	cfb40B20@MODERNCO...	cisco-boardpro55 wzs2...	Pro	Non-urgent	General	cisco
Conf Room BRISBANE/40A10 - Eagle Farm	cfb40A10@MODERNCO...	cisco-roombar foc2652...	Pro	Non-urgent	General	cisco
Conf Room MELBOURNE/30C45 - Gruyere	cfm30C45@MODERNCO...	cisco-deskpro foc2615n...	Pro	Offline	General	cisco

Navigating – Touch Consoles

The screenshot displays the Microsoft Teams admin center interface. The left-hand navigation pane contains several categories: Users, Teams devices, Store, Teams Rooms on Windows, Teams Rooms on Android (highlighted with a red box and a red circle containing the number 2), Surface Hubs (Legacy), Panels, Phones, Displays, SIP devices, Teams apps, Meetings, Messaging, Voice, Locations, and Frontline deploy... The main content area is divided into three summary cards: Devices summary (8 Total, 5 Online, 3 Offline), Health summary (0 Healthy, 5 Non-urgent, 0 Critical), and License summary (a bar chart showing 8 Pro licenses). Below these is a Software auto-updates section showing 0 updates underway. An important notice banner is present. At the bottom, a tabbed interface shows 'Teams Rooms on Android' and 'Touch consoles' (highlighted with a red box and a red circle containing the number 3). Below the tabs is a table with 8 items, showing details for three devices.

Display name	Username	Device name	License	Health status	Automatic updates	Pairing status
Conf Room BRISBANE/40B20 - Fortitude Valley	cfb40B20@MODERNCO...	cisco-roomnavigator fo...	Pro	Non-urgent	General	Paired
Conf Room BRISBANE/40A10 - Eagle Farm	cfb40A10@MODERNCO...	cisco-roomnavigator fo...	Pro	Non-urgent	General	Paired
Conf Room CANBERRA/26C36 - Griffith	cfb26C36@MODERNCO...	cisco-roomnavigator fo...	Pro	Non-urgent	General	Not paired

Navigating – Panels

Microsoft Teams admin center 1

Search

Panels Actions

Panels are devices mounted outside of conference rooms, typically next to room entrances. They show room availability, room name, and reservations. [Learn more](#)

Devices summary
2 Total
1 Online
1 Offline

Health summary
1 Healthy
0 Non-urgent
0 Critical

Software auto-updates
0
Automatic updates are underway.

2 **Panels** 3 **Panels** Configuration profiles

Edit Assign configuration Manage tags Update Restart Remove 2 items

Display name	Username	Device name	License	Health status	Automatic updates	Manufacturer
Conf Room MELBOURNE/30D60 - Heidelberg	cfm30D60@MODERNNC...	cisco-roomnavigator fo...	Pro	Offline	General	cisco
Conf Room SYDNEY/20C60 - Glebe	cfs20C60@MODERNCO...	cisco-roomnavigator fo...	Pro	Healthy	General	cisco

Device Management

The screenshot displays the Microsoft Teams admin center interface. The left sidebar contains navigation options: Users, Teams devices, Store, Teams Rooms on Windows, Teams Rooms on Android (selected), Surface Hubs (Legacy), Panels, Phones, Displays, SIP devices, Teams apps, Meetings, Messaging, Voice, Locations, Frontline deploy..., Enhanced encrypt..., and Policy packages. The main content area shows the configuration for a Cisco Roombar device named 'cisco-roombar foc2652nnfl'. The 'Details' tab is active, displaying a list of actions: Download device logs, Update software, Restart, and Refresh details, which are highlighted with a red box. Other tabs include Peripherals, Health, Activity, and History. The 'More details' section shows the device's username, time window, tags, manufacturer, IP address, and organization asset tag. The 'Maintenance Hours' section shows the device's update frequency. The 'Notes' section is empty. The '7-DAY QUALITY' and '7-DAY ACTIVITY' sections show that data is not available. An important notice at the bottom states: 'Important notice: We are improving our services to enhance security, performance, and overall experience. To ensure continued functionality of your Teams Android devices, it is recommended to update them as soon as the latest versions are available. To help you with this process, Microsoft Teams certified devices will continue to be automatically updated.'

Microsoft Teams admin center

Search

Teams Rooms on Android \ cisco-roombar foc2652nnfl

Conf Room BRISBA... Pro

cisco roombar

Download device logs

Update software

Restart

Refresh details

Health status
⚠️ **Non-urgent**

Offline since
--

Device name
cisco-roombar foc2652nnfl

Username
cfb40A10@MODERNCOMMS...

7-DAY QUALITY

⌚ Data isn't available.

7-DAY ACTIVITY

0
Meetings

0
Calls

Important notice: We are improving our services to enhance security, performance, and overall experience. To ensure continued functionality of your Teams Android devices, it is recommended to update them as soon as the latest versions are available. To help you with this process, Microsoft Teams certified devices will continue to be automatically updated.

Peripherals Health **Details** Activity History

More details

Username
cfb40A10@MODERNCOMMS362571.OnMicrosoft.co

Time window
01:00 Hrs to 04:00 Hrs

Tags ⓘ
N/A

Manufacturer and model
cisco - roombar

IP address
--

Organization asset tag
-

Maintenance Hours ⓘ

Update frequency
Sun

Notes

N/A

Configuration Profiles

Microsoft Teams admin center

Left Navigation Pane:

- Users
- Teams devices
- Store
- Teams Rooms on Windows
- Teams Rooms on Android**
- Surface Hubs (Legacy)
- Panels
- Phones
- Displays
- SIP devices
- Teams apps
- Meetings
- Messaging
- Voice
- Locations
- Frontline deploy...
- Enhanced encrypt...

Summary Cards:

- Devices summary:** 10 Total, 5 Online, 5 Offline
- Health summary:** 0 Healthy, 5 Non-urgent, 0 Critical
- License summary:** 12 Pro

Actions:

- Browse Teams certified devices:** Shop devices
- Software auto-updates:** 3 Automatic updates are underway. View details

Important notice: We are improving our services to enhance security, performance, and overall experience. To ensure continued functionality of your Teams Android devices, it is recommended to update them as soon as the latest versions are available. To help you with this process, Microsoft Teams certified devices will continue to be automatically updated.

Navigation:

- Teams Rooms on Android
- Touch consoles
- Configuration profiles**

Configuration Profiles Table:

Name	Description	Modified by	Modified on
Aamer_MD		Teams Admin	Sep 18, 2024, 1:54 PM
Aamer_DP		Teams Admin	Sep 17, 2024, 11:01 PM
Custom Wallpaper ASX		Teams Admin	Sep 13, 2024, 8:15 AM
Custom Wallpaper	Wallpaper of Sydney Op...	Teams Admin	Oct 1, 2024, 10:48 AM

Configuration Profiles

Microsoft Teams admin center

Search

Device settings

Background

Use a custom background

Main display ⓘ

Sydney-staycation-ideasMtr

ⓘ The image may be center cropped and scaled to fill the frame of the display.

Extended display ⓘ

This image only appears when the extended display is connected to the main display.

☒ Use main display image

☐ Choose new image

Console (optional) ⓘ

Upload

Upload an image in PNG, JPG, or JPEG format with a minimum resolution of 1280 px X 720 px.

Display screen saver ☐ Off

Display backlight brightness

Display backlight timeout 1 hour

Display high contrast ☐ Off

Introduction to Microsoft Pro Management Platform



The Microsoft Teams Rooms Pro Management service (aka Pro Portal), is similar to Webex Control Hub in terms of it being a cloud-based management solution.

Pro Portal allows for proactive monitoring and updating of Microsoft Teams Rooms devices and their peripherals.

The solution is aimed at organizations looking to optimize the meeting room experience for end users and rapidly scale footprint by real-time monitoring and management for Microsoft Teams Rooms devices.

What exactly can Pro Portal do?



Management
Capabilities



Room planning
and rollout



Monitoring



Troubleshooting



Update
Management



Compliance and
certification

Welcome to the Pro Management Portal

<https://portal.rooms.microsoft.com/>

Portal Overview

Navigation

The screenshot shows the Microsoft Teams Rooms Pro Management Portal. The left sidebar contains a navigation menu with the following items: Home, Incidents, Rooms, Reports, Updates, Planning, and Settings. The main content area is titled "Hi, Darren!" and features several informational cards. The "Portal information" card includes a link to "our docs". The "What's new?" card, dated Thursday, November 16th 2023, announces the support for Microsoft Teams Panels in the Pro Management Portal. The "Open Office Hours" card, dated Every Wednesday from 9:00 to 10:00 Pacific Time, provides details about an open forum for learning about the Teams Rooms Pro Management program. The "Known Issues" card includes a link to "This link lists the known issues for the Microsoft". The "MTR App Update 4.19.57" card, dated Monday, November 20th 2023, provides information about the recommended version for production rooms and the staging rings.

Rooms

① This meeting room device does not have a valid Microsoft Teams Rooms Pro or Premium license. The license is currently expired, and you have 14 days remaining to continue benefiting from the Teams Rooms Pro device management capabilities. Please ensure the appropriate license is assigned within this timeframe. Learn more about licensing [here](#), find devices with unsupported licenses [here](#), and manage your Teams licenses at [M365 Admin Center](#).

① This meeting room device does not have a valid Microsoft Teams Rooms Pro or Premium license. The license is currently expired, and you have 3 days remaining to continue benefiting from the Teams Rooms Pro device management capabilities. Please ensure the appropriate license is assigned within this timeframe. Learn more about licensing [here](#), find devices with unsupported licenses [here](#), and manage your Teams licenses at [M365 Admin Center](#).

Microsoft Teams Rooms Pro Management

Rooms
Review the state of all your room devices.

Export

11 MANAGED 2 HEALTHY 0 UNHEALTHY 9 UNMONITORED 0 SUPPRESSED 0 ONBOARDING 0 SLEEPING 0 UNLICENSED

Suppress Unsuppress

11 items Filter

	Name	Hostname	State ↑	Type	Suppressed	Onboarding	Needs action	Tags	Groups	License type
☐	Glasgow MTR	cisco-deskpro foc...	Unmonitored	MTR Android			Needs action		0	Pro
☐	Dundee MTR	cisco-roombar fo...	Unmonitored	MTR Android			Needs action		0	Pro
☐	Edinburgh MTR	cisco-deskpro foc...	Unmonitored	MTR Android			Needs action		0	Unlicensed
☐	Glasgow MTR	cisco-boardpro55...	Unmonitored	MTR Android			Needs action		0	Pro
☐	Sydney MTR	cisco-boardpro75...	Unmonitored	MTR Android			Needs action		0	Pro
☐	Parramatta MTR	cisco-roombar fo...	Unmonitored	MTR Android			Needs action		0	Pro
☐	Dundee MTR	cisco-roomnaviga...	Unmonitored	Touch Console			Needs action		0	Pro
☐	Parramatta MTR	cisco-roomnaviga...	Unmonitored	Touch Console			Needs action		0	Pro
☐	Newcastle MTR	cisco-roomnaviga...	Unmonitored	Touch Console			Needs action		0	Basic
☐	Newcastle MTR	cisco-deskpro foc...	Healthy	MTR Android					0	Pro
☐	Turramurra MTR	cisco-deskpro foc...	Healthy	MTR Android				New	0	Syncing

Incidents

portal.rooms.microsoft.com/sgs4l6/incidents

Microsoft Teams Rooms Pro Management

Incidents
Review incidents affecting your rooms

9 ACTIVE 9 NEED ACTION

[Record an issue](#)

Active Resolved

	Problem	Ticket	Room	Type
▼	Connectivity	9 active	9 affected rooms	
	Offline	SGS4L6-VPWU8P	Sydney MTR	MTI
	Offline	SGS4L6-TTILLI	Glasgow MTR	MTI
	Offline	SGS4L6-DORB0K	Edinburgh MTR	MTI
	Offline	SGS4L6-B4JPQR	Glasgow MTR	MTI
	Offline	SGS4L6-CJO2Y	Parramatta MTR	MTI
	Offline	SGS4L6-QUAR2R	Dundee MTR	Tou
	Offline	SGS4L6-S64FVJ	Newcastle MTR	Tou
	Offline	SGS4L6-3ADAD5	Parramatta MTR	Tou
	Offline	SGS4L6-35FYPP	Dundee MTR	MTI

SGS4L6-VPWU8P

[Overview](#) [Notes](#) [Attachments](#) [History](#)

Ticket
SGS4L6-VPWU8P

Severity
Critical

Category
Connectivity

Type
Offline

Status
Needs action

Room
[Sydney MTR](#)

Created on
Tuesday, November 21, 2023 11:02 PM - GMT+11

Last message
Wednesday, November 22, 2023 12:02 AM - GMT+11

Description
This is triggered when the Admin agent running on the device ceases to report information. This would likely indicate that a device is completely powered off, or is disconnected from network so the management service can be reached.

Rooms – Detail View

- Ticket status (and resolved tickets)
- Settings tab allows view of Teams apps and device detail
 - Allows for a configuration profile to be applied
 - This needs to have been created in Teams Admin Center first
 - Profile has limited impact upon RoomOS config on Cisco device – aimed at MTR components

The screenshot displays the Cisco Rooms Management interface. On the left, a sidebar lists various rooms, with 'Turramurra MTR' selected and highlighted. The main panel shows the 'Turramurra MTR' details, including its status (Healthy), settings, activity, actions, groups, and call history. A table of tickets is visible, showing a 'Connectivity' issue that was '1 recently resolved' with a status of 'Healthy'. The interface also includes buttons for 'Record an issue', 'Suppress room', 'Unenroll', and 'Collect logs'.

Rooms Management

Rooms
Review the state of all your room devices.

Turramurra MTR
cisco-deskpro foc2503nvu5 | TurramurraMTR@MODERNCOMMS311718.onmicrosoft.com

Status Settings Activity Actions Groups Call History

This room is online with all signals enabled and active.

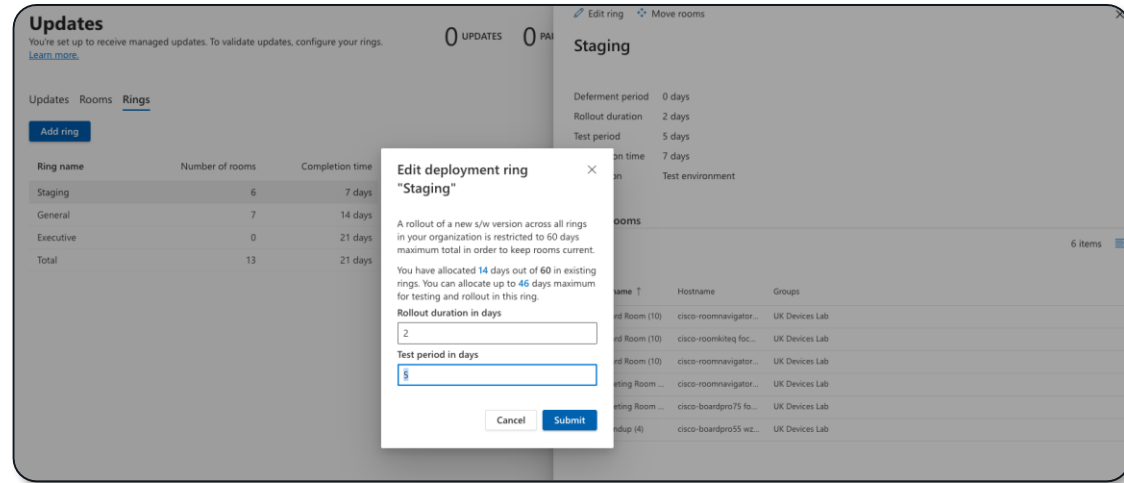
Active tickets ☐ Show all signals

	Problem	Ticket	Status	Action	Severity	Last me
>	Recorded		Healthy			
▼	Connectivity	1 recently resolved	Healthy			
	Offline	SGS4L6-1D7A25	Healthy	Resolved	Critical	9 hours
	Hardware and peripherals		Healthy			
	Other		Healthy			

Record an issue **Suppress room** **Unenroll** **Collect logs**

Update Management

- Managed Updates:
- Automatically managed
 - No action needed from IT team
 - Only Microsoft validated software can be automatically managed
- Ring validated
 - Staging
 - General
 - Executive



So, do we still need Control Hub?



Control Hub



Control Hub registration



Device inventory,
management,
and monitoring in
Control Hub



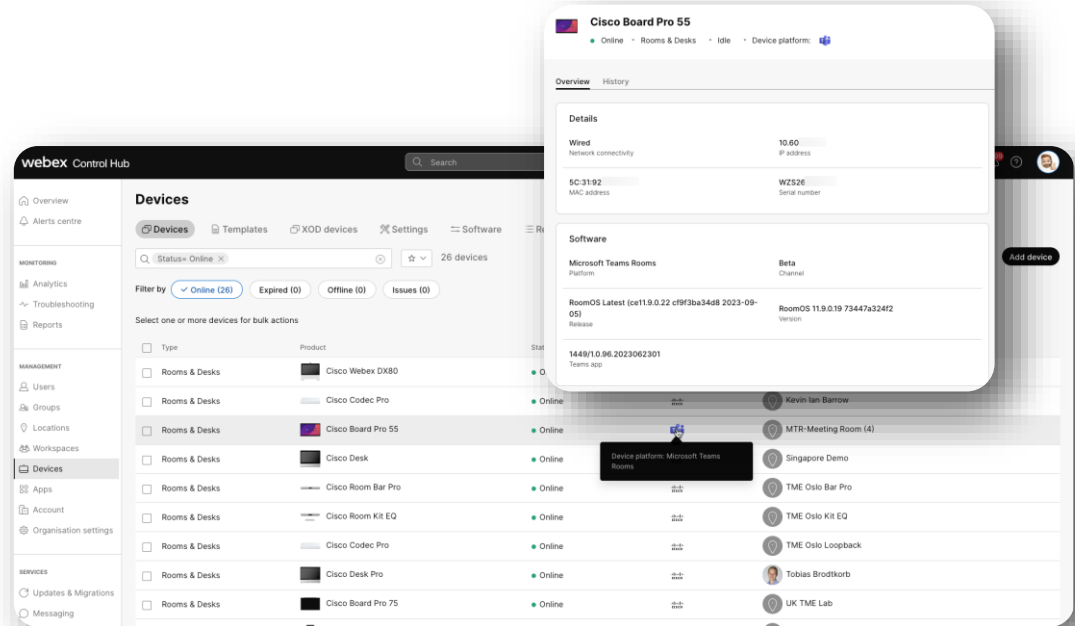
Device Configuration,
Configuration
Templates



Workspace
environmental and
occupancy metrics



Macros*, UI
extensions* and
Cloud API access

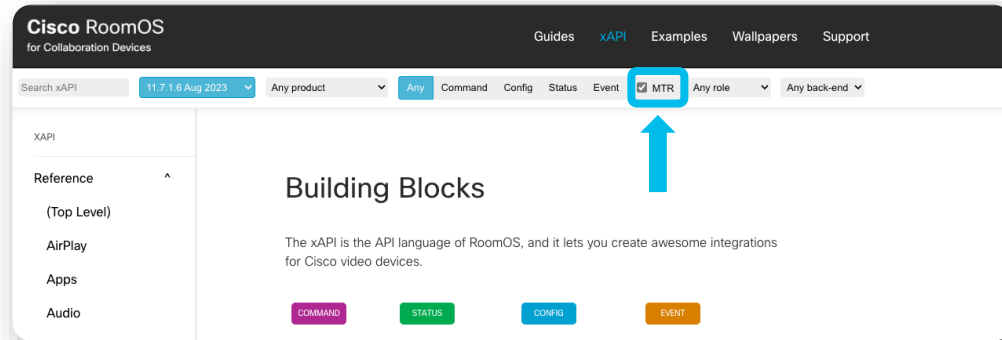


* Control Hub registration optional after RoomOS May 2024

cisco Live!

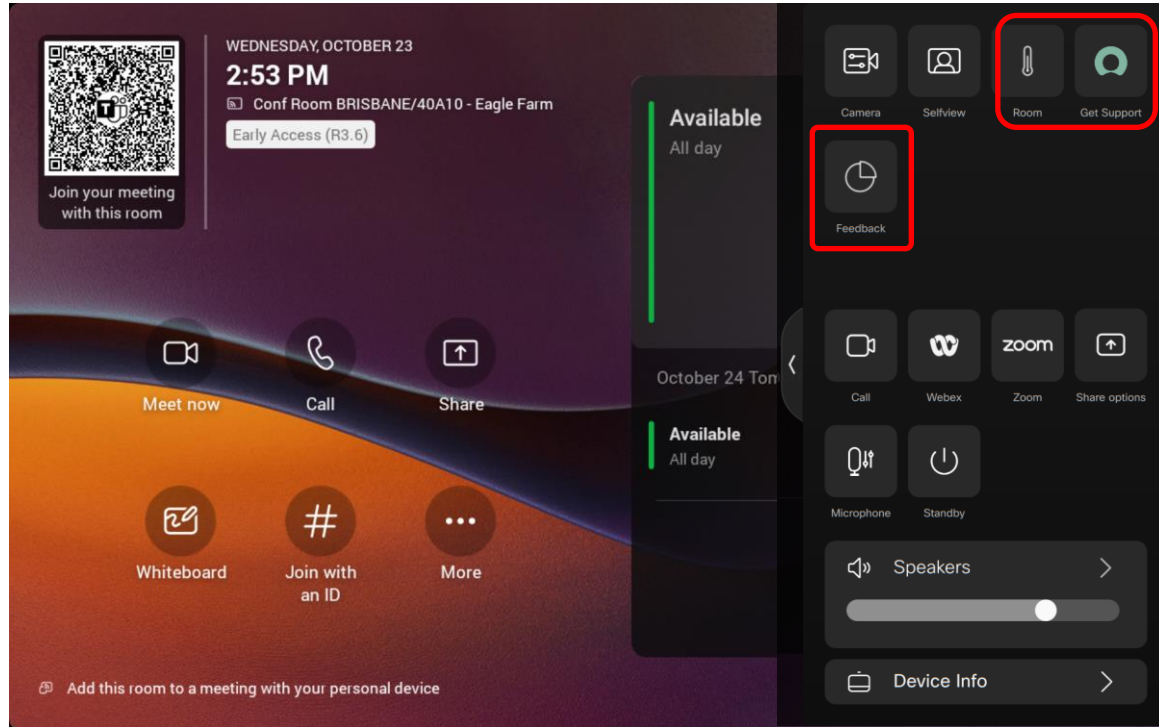
Macros

- Support is there in RoomOS today
 - Not every xAPI is supported when running Microsoft Teams Rooms
 - Event based macros supported
- <https://roomos.cisco.com>
 - MTR filter available to show xAPI's that are applicable when supporting Microsoft Teams Rooms

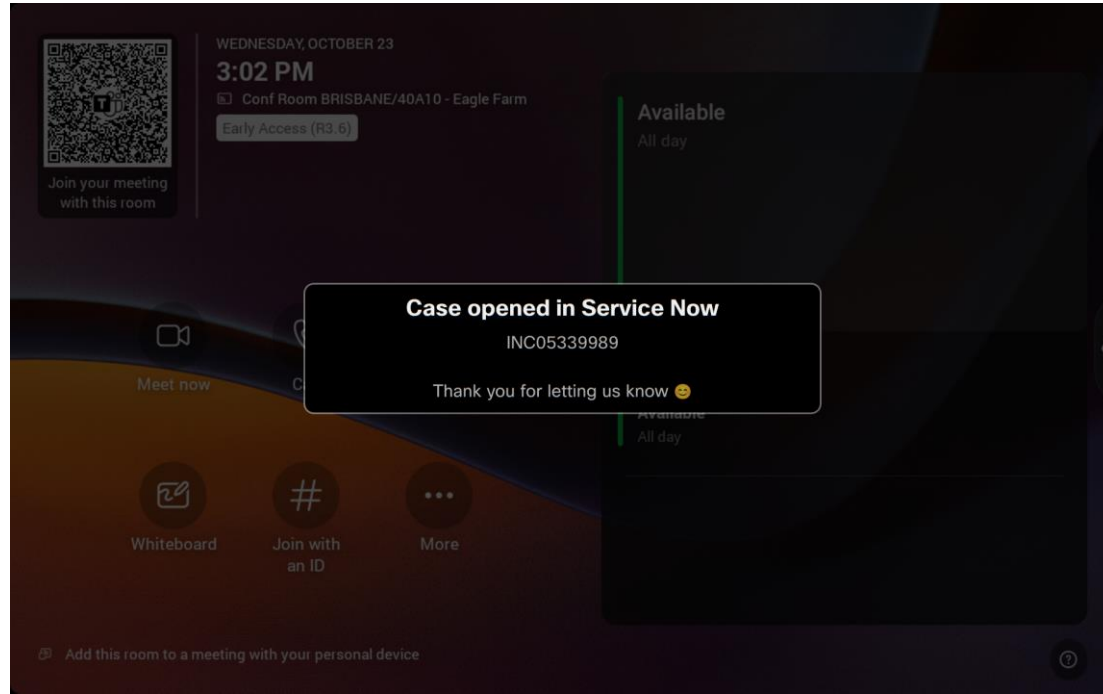


UI Extensions

- Allows for the end user to be able to invoke and action (for example, close the shades or turn on the light)
- UI Extensions are limited to being visible within the Control Panel of the device when in MTR mode



UI Extensions - Example

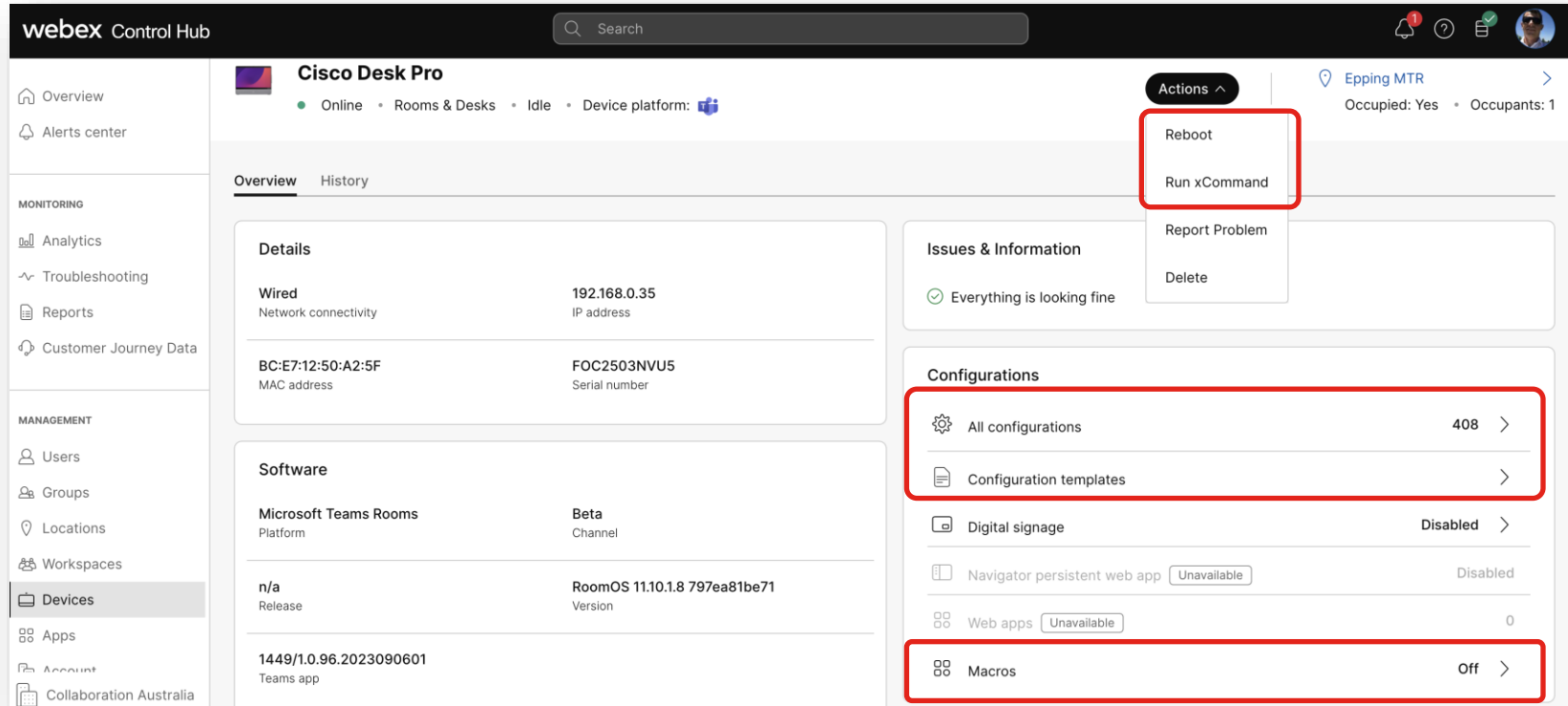


Control Hub registration

The screenshot displays the Cisco Webex Control Hub interface. The top navigation bar includes the 'webex Control Hub' logo (callout 1), a search bar, and user profile icons. The left sidebar contains navigation options: Overview, Alerts center, MONITORING (Analytics, Troubleshooting, Reports, Customer Journey Data), and MANAGEMENT (Users, Groups, Locations, Workspaces, **Devices** (callout 2), Apps, Account, Collaboration Australia). The main content area is titled 'Devices' and shows a list of 141 devices. The list is filtered by status: Online (56), Expired (1), Offline (53), Issues (28), Activating (2), and Status unavailab... A table lists device details with columns: Type, Product, Status, Platform (callout 3), and Belongs to. The table contains 7 rows of 'Rooms & Desks' for 'Cisco Desk Pro'. The 'Platform' column shows either the Cisco logo or a Teams icon. The 'Belongs to' column lists locations like 'Brisbane Desk 7', 'Brisbane Desk MTR', 'Crescendo Desk Pro', 'Crescendo Desk Pro MTR', 'Epping MTR', and 'Kirsten'.

Type	Product	Status	Platform	Belongs to
Rooms & Desks	Cisco Desk Pro	Online	Cisco	Brisbane Desk 7
Rooms & Desks	Cisco Desk Pro	Online	Teams	Brisbane Desk MTR
Rooms & Desks	Cisco Desk Pro	Online	Cisco	Crescendo Desk Pro
Rooms & Desks	Cisco Desk Pro	Online	Teams	Crescendo Desk Pro MTR
Rooms & Desks	Cisco Desk Pro	Online	Teams	Epping MTR
Rooms & Desks	Cisco Desk Pro	Issues	Cisco	Kirsten

Control Hub registration



webex Control Hub

Search

Cisco Desk Pro

Online • Rooms & Desks • Idle • Device platform:

Actions

- Reboot
- Run xCommand
- Report Problem
- Delete

Overview History

Details

Wired Network connectivity	192.168.0.35 IP address
BC:E7:12:50:A2:5F MAC address	FOC2503NVU5 Serial number

Software

Microsoft Teams Rooms Platform	Beta Channel
n/a Release	RoomOS 11.10.1.8 797ea81be71 Version
1449/1.0.96.2023090601 Teams app	

Issues & Information

✓ Everything is looking fine

Configurations

All configurations	408 >
Configuration templates	>
Digital signage	Disabled >
Navigator persistent web app	Unavailable Disabled
Web apps	Unavailable 0
Macros	Off >

Software packaging

1. Microsoft provide us the MTR APK
2. We bundle it with Android
3. We package it in RoomOS container
4. We make available in CH
5. Send back to MSFT for distribution
6. They may certify it

The screenshot shows the Microsoft Teams admin center for 'Contoso Electronics'. The left sidebar lists navigation options: Dashboard, Teams, Users, Teams devices, Store, Teams Rooms on Windows, Teams Rooms on Android, Surface Hubs, Panels, Phones, Displays, SIP devices, Teams apps, Voice, and Analytics & reports. The main content area displays the 'Epping MTR' device status, which is 'Healthy'. It includes a red circular icon with 'EM' and a list of actions: Download device logs, Update software, Restart, and Refresh details. To the right, it shows the device name 'cisco-deskpro foc2503nvu5' and the username 'eppingmtr@MODERNCOMM...'. Below this, there are tabs for Peripherals, Health (selected), Details, Activity, and History. The 'Software health' section contains a table with the following data:

Software type	Current version	Health status
Teams Admin Agent	1.0.0.202306202019.product	Up to date
Firmware	ce11.10.1.8 797ea81be71 2023-11-09	Up to date
Company Portal App	5.0.5954.0	Up to date
OEM Agent App	2411.10.01	Up to date
Teams App	1449/1.0.96.2023090601	Up to date

RoomOS updates include updates to the secure Android container

Software Upgrade

Control Hub

Monthly release of RoomOS software

Advanced Software Control options to delay deployment of software to certain workspaces

Preview channel builds

Option of Beta channel builds (need to be part of the beta program for this channel)

Teams Admin Center only

Only Microsoft Certified software is available

Slower release cycle so customer may need to wait longer for a particular fix or feature

Manual software or automatic upgrade depending on license type assigned

How fast does the rollout happen? Eligible devices receive updates in weekly cycles based on the update phase they are in. For example, devices in General phase start receiving updates only after 15/30 days have elapsed since the new version was published. To ensure a stable rollout, the devices are updated gradually for a tenant and not all at once. Overall, the rollout of each new version takes a few weeks after the start of each update phase. [Details](#)

Software Upgrade – Channel

Cisco Room Bar

Online • Rooms & Desks • Idle • Device platform:

Overview History

Details

Wired Network connectivity	10.66.234.43 IP address
E4:62:C4:AD:6A:50 MAC address	FOC2652NNFL Serial number
conf_room_baker@collabau.rooms.webex.com SIP address	

Software

Microsoft Teams Rooms Platform	Cisco Software upgrade provider
Stable Channel	RoomOS September 2024 Release
RoomOS 11.20.1.7 913a6c7c769 Version	1449/1.0.96.2024080804 Teams app

Connected Peripherals

- Cisco Room Navigator
- SAM SAMSUNG

Issues & Information

Everything is looking fine

Configurations

- All configurations
- Configuration templates
- Digital signage
- Navigator-persistent web app

Software settings

Change software upgrade provider and channel here or in 'all configurations'

Software upgrade provider

Cisco

Webex Upgrade Channel

Stable

Default

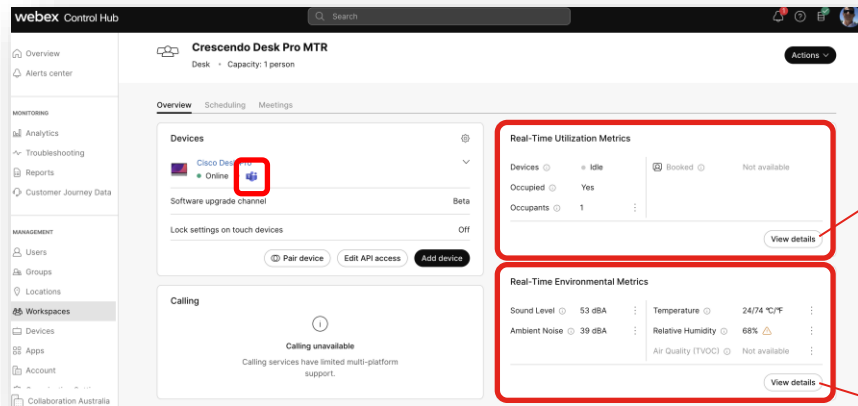
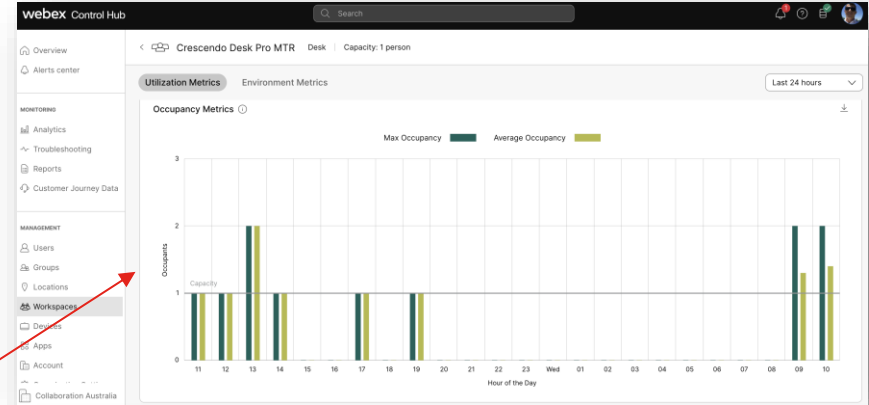
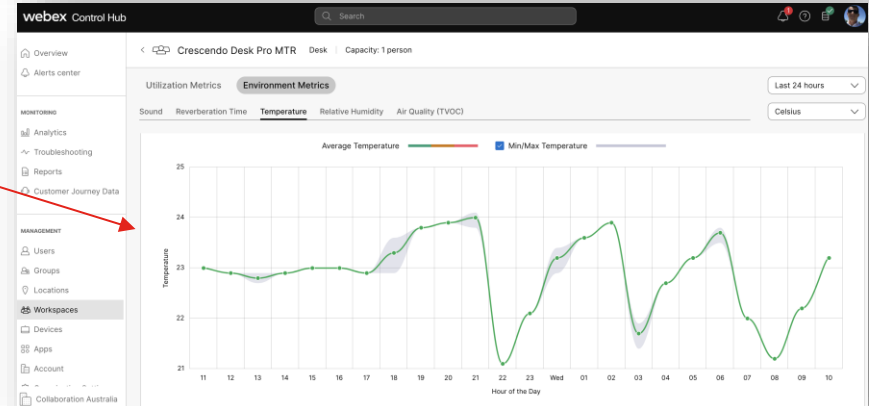
☒ Factory

Channel details

RoomOS September 2024 Release	RoomOS 11.20.1.7 913a6c7c769 Version
Cisco, Microsoft Supported platforms	1449/1.0.96.2024080804 Teams app

Cancel Save

Workspace Metrics and Analytics



ThousandEyes – RoomOS Agent

- ThousandEyes Endpoint agent is natively incorporated into RoomOS devices that will provide hop-by-hop network path visibility when these devices are part of the meetings.
- It uses the same integration that is provided for Windows and Mac clients, so a familiar troubleshooting experience is available to administrators. These agents are part of RoomOS but need to be activated explicitly using the Webex Control Hub and are licenced through ThousandEyes.



Views

WEB

HTTP Server

NETWORK

Overview

Path Visualization

ROUTING

BGP Route Visualization

Target Server

stanwell.webex.com:443

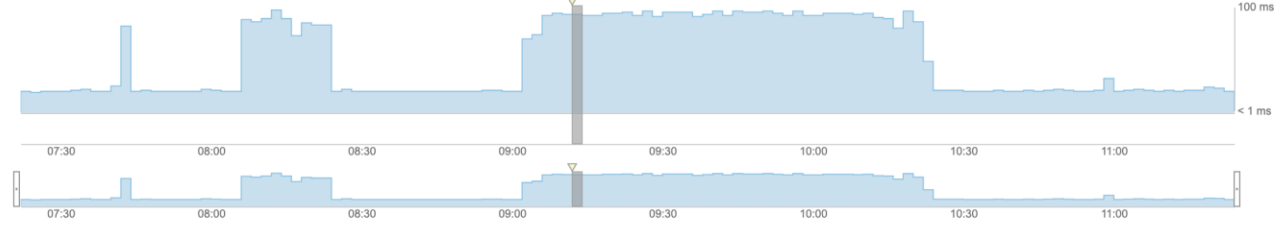
Metric

Latency

Agent

All agents

24h 7d 14d



Showing data from Tue, Mar 22 09:12 - 09:14 AEST (2 days ago)

Latest

Path Visualization

14 hops 0 hops

Showing: 1 of 1 Test 4 of 4 Agents 1 of 1 Server Show IP Address labels

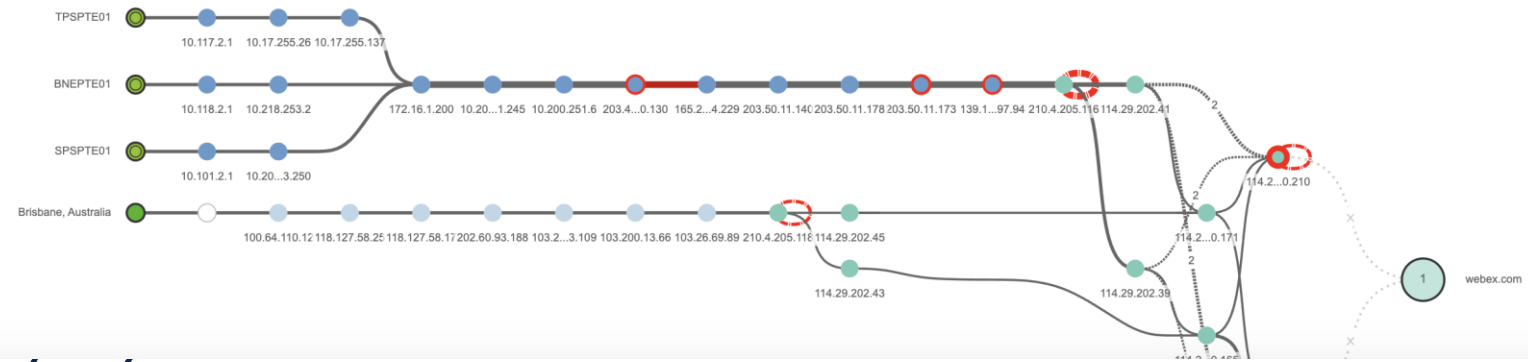
Grouping: Agents by Agent Interfaces by IP Address Destinations by Domain

Highlighting: Forwarding Loss > 10 % (5 nodes) Link Delay > 100 ms (1 link)

Selecting: Click a node or link Info (2)

Highlight nodes that match all / any

Search on Network, Country, IP address, Prefix, or Title



360 Degree View of Meeting Room



Brisbane Room Bar Pro

Meeting Room • Capacity: 8 people

Overview

Scheduling

Calling

Meetings

Devices



Cisco Room Bar Pro

Issues •  • ⓘ



Cisco Room Navigator

Online • ⓘ



Cisco Table Microphone Pro

Online • ⓘ



SAM SAMSUNG

Online • ⓘ

**SAM SAMSUNG**

Online • Display • Device platform: 

Actions

Brisbane Room Bar Pro

Overview

History

Details

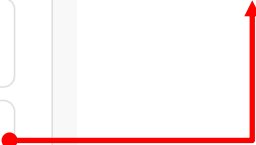
Display Type	None Verification ⓘ
16780800 Serial number	HDMI 1 Connection Type
43" Screen size	3840×2160 Format
30 Hz Frame Rate	

Connected to

 Cisco Room Bar Pro >

Issues & Information

 Everything is looking fine



In Beta now



Digital Signage Support

The screenshot displays the Cisco Room Bar configuration page. The main header shows the device status as 'Online' and lists 'Rooms & Desks' and 'Idle' as active categories. The 'Device platform' is identified as 'Cisco Room Bar'. The 'Overview' tab is selected, showing details about the device's network connectivity (IP address: 10.66.234.43, MAC address: E4:62:C4:AD:6A:50, SIP address: conf_room_baker@collabau.rooms.webex.com) and software (Microsoft Teams Rooms Platform, RoomOS September 2024 Channel, Version 11.20.1.7 913a6c7c769). The 'Configurations' section on the right lists various settings, with 'Digital signage' currently set to 'Enabled'. A red box highlights the 'Digital signage' configuration section, which includes the 'Enable Digital Signage' toggle (checked), 'Enable interactivity' (unchecked), and 'Digital signage services' (Cisco Spaces selected, URL: https://cisco.cloud.appspace.io). A red arrow points from the 'Digital signage' configuration section to the 'Digital signage services' section.

Cisco Room Bar

Online • Rooms & Desks • Idle • Device platform: Cisco Room Bar

Overview History

Details

Wired 10.66.234.43
Network connectivity IP address

E4:62:C4:AD:6A:50 FOC2652NNFL
MAC address Serial number

conf_room_baker@collabau.rooms.webex.com
SIP address

Software

Microsoft Teams Rooms Cisco
Platform Software upgrade provider

Stable RoomOS September 2024
Channel Release

RoomOS 11.20.1.7 913a6c7c769 1449/1.0.96.2024080804
Version Teams app

Connected Peripherals

Cisco Room Navigator

SAM SAMSUNG

Issues & Information

Everything is looking fine

Configurations

All configurations 500

Configuration templates

Digital signage Enabled

Navigator-persistent web app Disabled

Macros 2

Digital signage

Enable the Digital Signage Service to show as signage when a device is not in use. Digital Signage replaces a device's half-wake state and can be customised.

Digital signage configuration

Enable Digital Signage

Enabling Digital Signage updates the following configurations:
Standby Delay: 120 minutes | Web Engine: On

Enable interactivity

Touch capable devices can support interactive signage. When enabled, users will be able to interact with the website used as signage.

Digital signage services

Cisco Spaces

[View integration](#)

URL

Set the URL of the website to be used as signage when a device is not in use.

URL

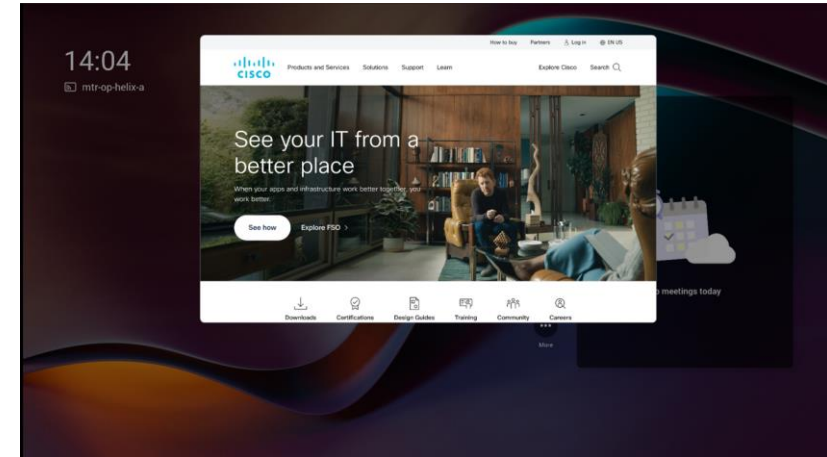
More integrations are available!

Discover other integrations providing digital signage features.

[Available integrations](#)

Display Web Content

- Allow user to interact with web content
- Can be launched using using macros or custom UI extension
- Can be on screen or navigator panel
- Full screen or modal views
- Supports interactive content on Navigator Panel or touch screen (Desk Pro / Board Pro)



Management Capabilities

Microsoft Teams Admin Center and Webex Control Hub

	MTR on Android (no Control Hub registration)	MTR on Android (<u>with</u> Control Hub registration)
Device Inventory	Limited	✓
Device Configuration	Limited	✓
Software Upgrade	Limited	✓
Device Alerts	✗	✓
Meeting Metrics & Analytics	Teams Admin Center only	Teams Admin Center and Control Hub
Macros	Partial* >RoomOS May 2024	Partial*
UI Extensions	Yes – Available in Control Panel only >RoomOS May 2024	Yes - Available in Control Panel only
API Integrations	Yes >RoomOS May 2024	✓
Device Metrics & Analytics	✗	✓
Room Metrics & Analytics	✗	✓
Native Webex Meetings	✗	✓
Environmental Metrics	✗	✓

* Full set of Macros supported in RoomOS only mode. ** UI extensions fully supported in RoomOS only mode.

Conclusion

Keynote Deep Dives

Wednesday
10:30am – 11:30am



Experiences Amplified:
How AI Can Fuel Better Employee and Customer Experiences

Level 1
Room 106



Smart, Secure, Seamless:
Transforming Experiences with Next-Generation Networking

Level 2
Room 204



Harness a Bold New Era:
Transform Data Centre and Service Provider Connectivity

Level 2
Room 203



Securing User to Application and Everything in Between

Level 2
Melbourne Room 2



Unlocking Digital Resilience through Unified Observability

The HUB
Centre Stage

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Thank you

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GO BEYOND

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