

Integrating Collaboration with your Microsoft environment

cisco Live !

Deployment and Best Practices

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Collaboration Solutions Engineer

Session ID: BRKCOL-2523

Introduction

Cisco Webex App

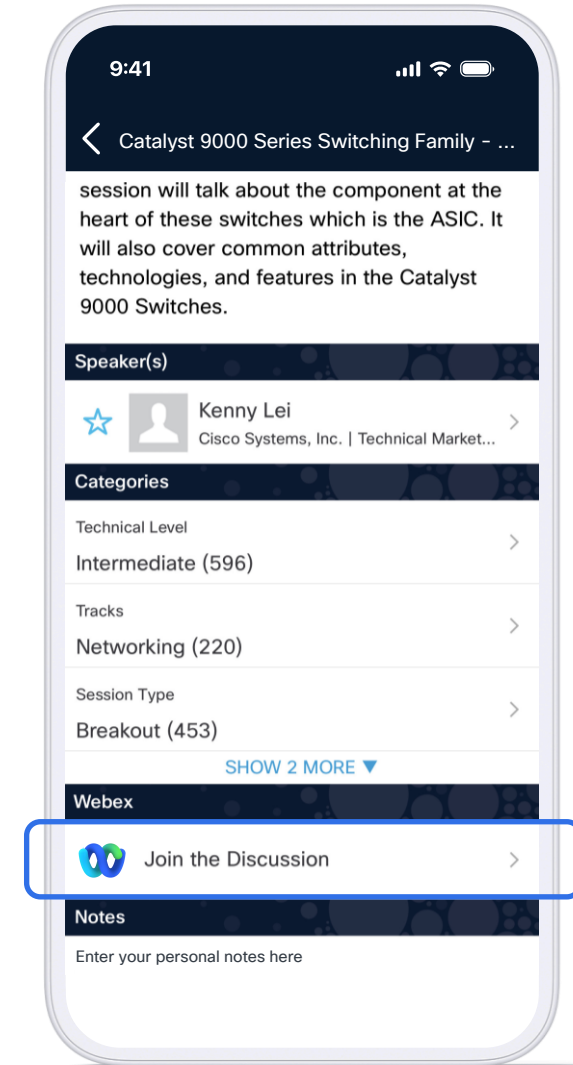
Questions?

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

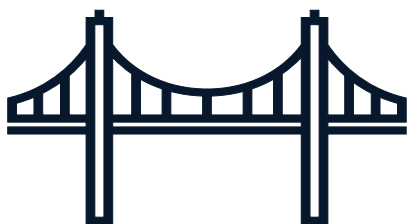
Webex spaces will be moderated by the speaker until 14 November 2025.



<https://cislive.ciscoevents.com/cislivebot/#BRKCOL-2523>

Agenda

- 01 Calling Interoperability with Microsoft Teams**
- 02 Cisco Video Interoperability with Microsoft Teams (VIMT)**
- 03 Direct Guest Join (WebRTC)**
- 04 Cisco Video Interoperability with Microsoft Teams**



Cisco and Microsoft
have come together
to deliver a better user
experience

- 1 Cisco Phones with Microsoft SIP Gateway
- 2 Direct Routing for Microsoft Teams Phone
- 3 Cisco Calling for Microsoft Teams
- 4 Cisco as a certified Microsoft Cloud Video Interop (CVI) partner
- 5 Join Microsoft Teams meetings with Cisco devices via modern web technologies (WebRTC)
- 6 Microsoft Teams Rooms (MTR) on RoomOS

Calling Interoperability with Microsoft Teams

Using Cisco Phones and Peripherals with Microsoft Teams

Microsoft Teams certified peripherals

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



Bang & Olufsen Cisco 950



Headphones equipped for business communications, excels in immersive sound, and designed with elegance.



Microsoft Certification Explained



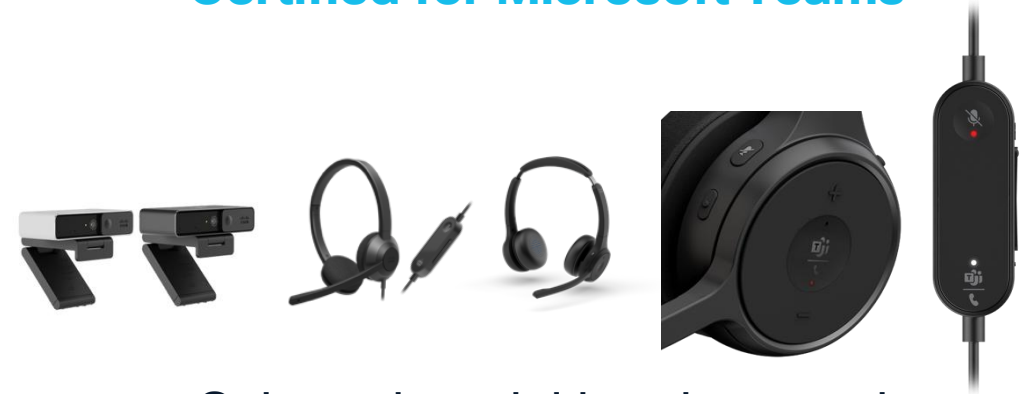
Cisco Headsets & Webcams



All headsets and webcams are **tested** with Microsoft Teams by Cisco

- Microsoft and Webex headset still **work for most functions** on the other platform
- Webex buttons **can't** invoke Microsoft Teams app and Teams button can't invoke the Webex app

Cisco Headsets & Webcams Certified for Microsoft Teams



Selected model headsets and webcams are **certified** for Teams

- **Tested and certified** for Microsoft Teams by Microsoft
- Device meets **additional design requirements**

Non-certified peripherals are part of a broader portfolio and can generally be used in most cases, since they are compatible with Microsoft Teams

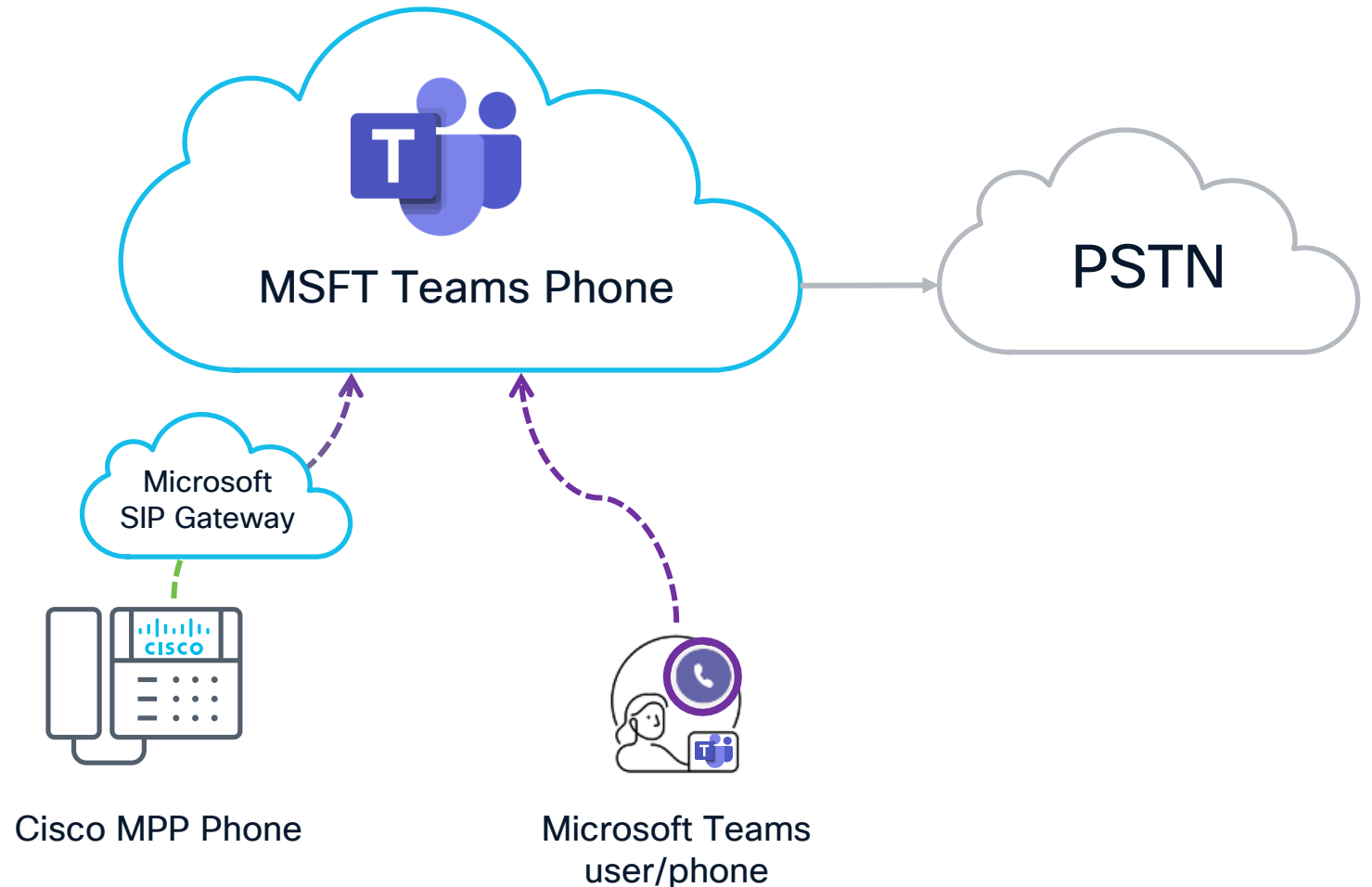
Cisco Phones and the Microsoft SIP Gateway

Microsoft SIP Gateway

Concept

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

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



Supported Cisco phone models on SIP Gateway

Microsoft listed models:

- Cisco ATA 191/192 series (MPP)
- Cisco 6800 series (sold as MPP only)
- Cisco 7800 series (MPP)
- Cisco 8800 series (MPP)
- Cisco 9800 series (PhoneOS) **New!**

<https://learn.microsoft.com/en-us/microsoftteams/devices/sip-gateway-plan>

Vendor	Model	Minimum firmware version	Approved firmware version	Remarks	Links
Cisco				Devices running enterprise firmware must be converted to multiplatform firmware. Read the guide at the right to learn how.	Cisco firmware conversion guide
	8832 ¹	11.3.5MPP	12-0-3MPP		
	6821 ¹	11.1.1MPP	12-0-3MPP		
	6841 ¹	11.1.1MPP	12-0-3MPP		
	6851 ¹	11.1.1MPP	12-0-3MPP		
	6861 ¹	11.1.1MPP	12-0-3MPP		
	6871 ¹	11.1.1MPP	12-0-3MPP		
	7811 ¹	11.1.1MPP	12-0-3MPP		
	7821 ¹	11.1.1MPP	12-0-3MPP		
	7841 ¹	11.1.1MPP	12-0-3MPP		
	7861 ¹	11.1.1MPP	12-0-3MPP		
	8811 ¹	11.1.1MPP	12-0-3MPP		
	8841 ¹	11.1.1MPP	12-0-3MPP		
	8845 ¹	11.1.1MPP	12-0-3MPP		
	8851 ¹	11.1.1MPP	12-0-3MPP		
	8861 ¹	11.1.1MPP	12-0-3MPP		
	8865 ¹	11.1.1MPP	12-0-3MPP		
	8875 ¹	PhoneOS 3.3.1	PhoneOS 3.3.1		
	9841 ¹	PhoneOS 3.3.1	PhoneOS 3.3.1		
	9851 ¹	PhoneOS 3.3.1	PhoneOS 3.3.1		
	9861 ¹	PhoneOS 3.3.1	PhoneOS 3.3.1		
	9871 ¹	PhoneOS 3.3.1	PhoneOS 3.3.1		
	ATA191-MPP ³	11.2.2MPP	11-2-2MPP0101-013		
	ATA192-MPP ³	11.2.2MPP	11-2-2MPP0101-013		

PhoneOS 3.3

Microsoft Teams SIP Gateway Support

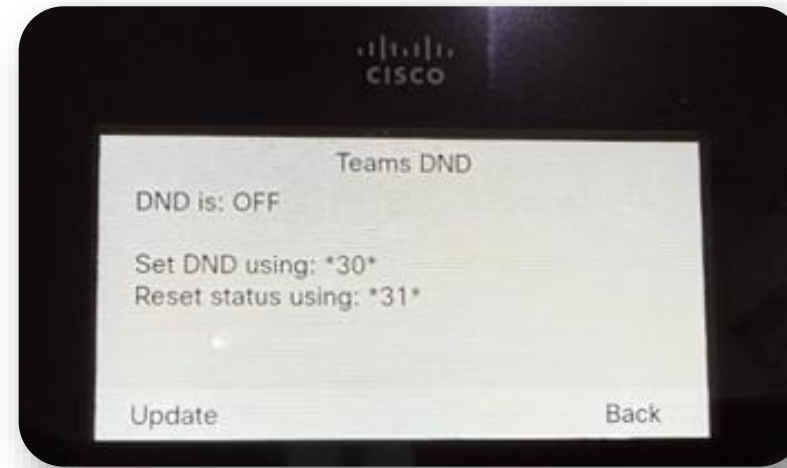
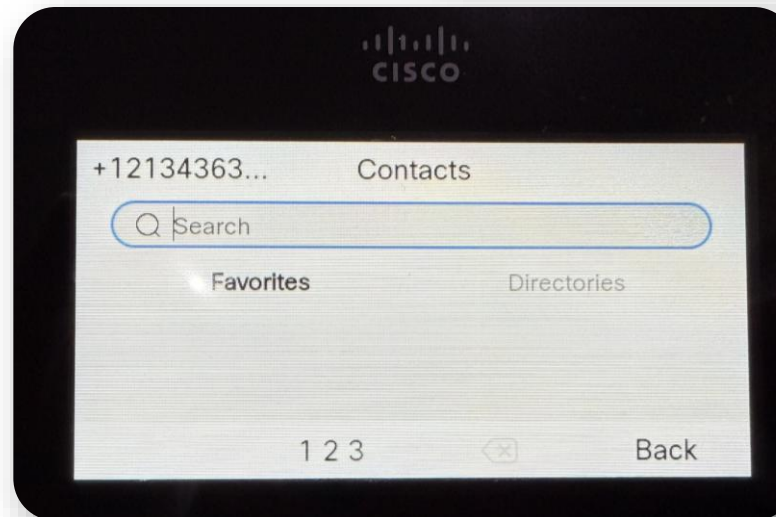
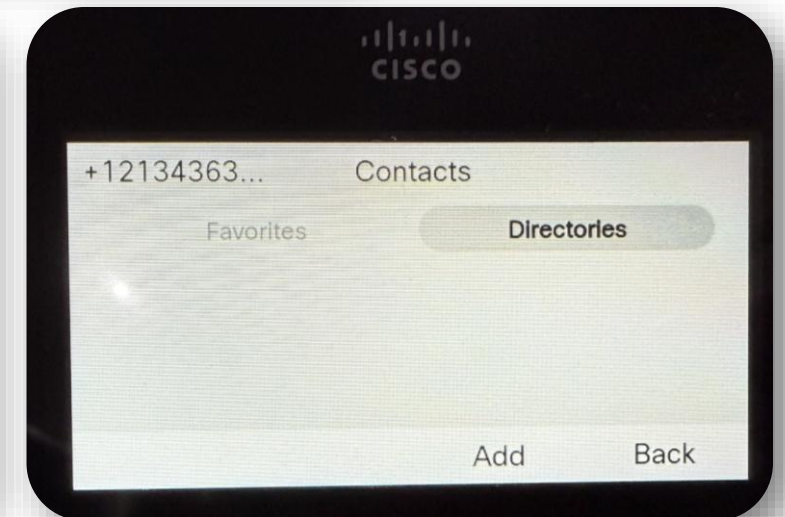
Provisioned as a SIP phone and registered to Microsoft Teams SIP Gateway

- Make and Receive Calls
- Hold/Resume/Transfer
- Voicemail and Call Forwarding
- Join Teams Meetings via PSTN Dialing



SIP Gateway: Limitations

- No Presence on Call Queues
- No softkey templates
- No survivability (SBA)
- No shared-lines
- Need DTMF tones for some features (e.g. DND)
- Not showing all contacts (only personal contacts created on the phone)
- Incomplete device info on Teams Admin Center



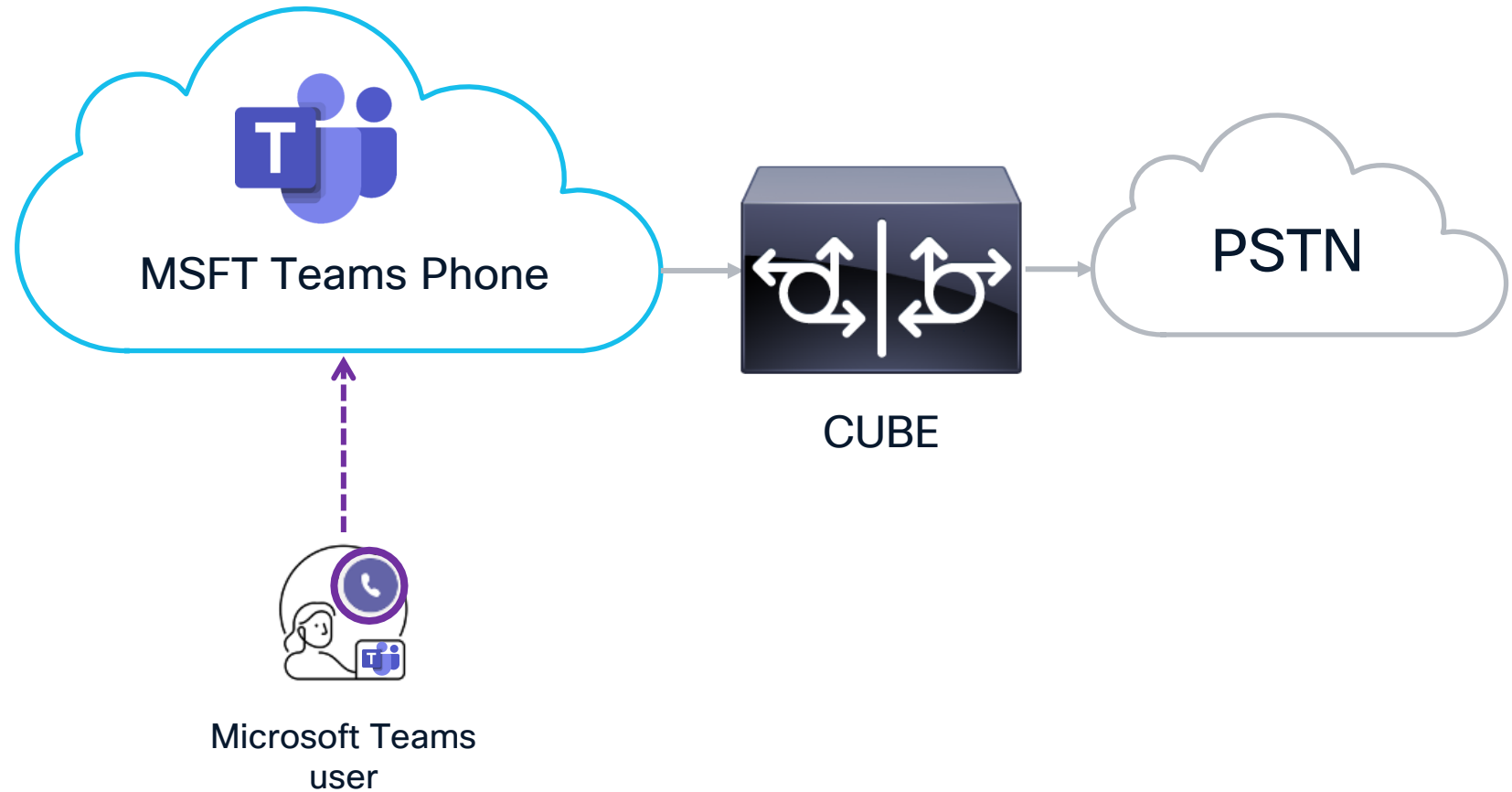
Direct Routing for Microsoft Teams Phone

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

For your
reference

CUBE certification supports:

Calls between Teams Phone System and PSTN SIP trunks

Media Bypass

High Availability

E911 Calling with Intrado and Bandwidth

Interworking with Cisco Telephony Adapters

CUBE version tested:

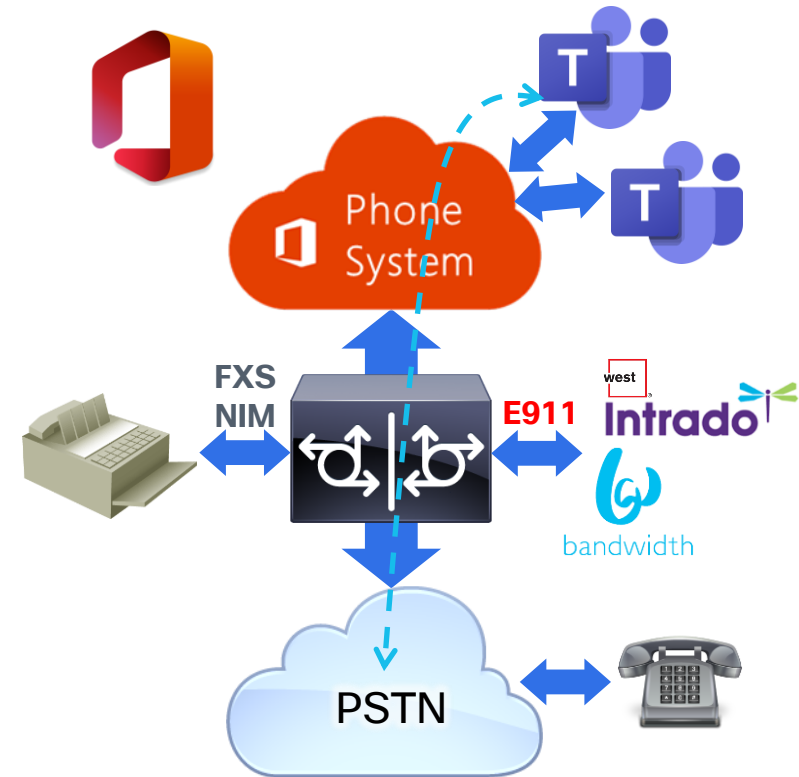
14.4 (IOS-XE 17.6.1a or later)

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>

Microsoft Direct Routing with CUCM via CUBE

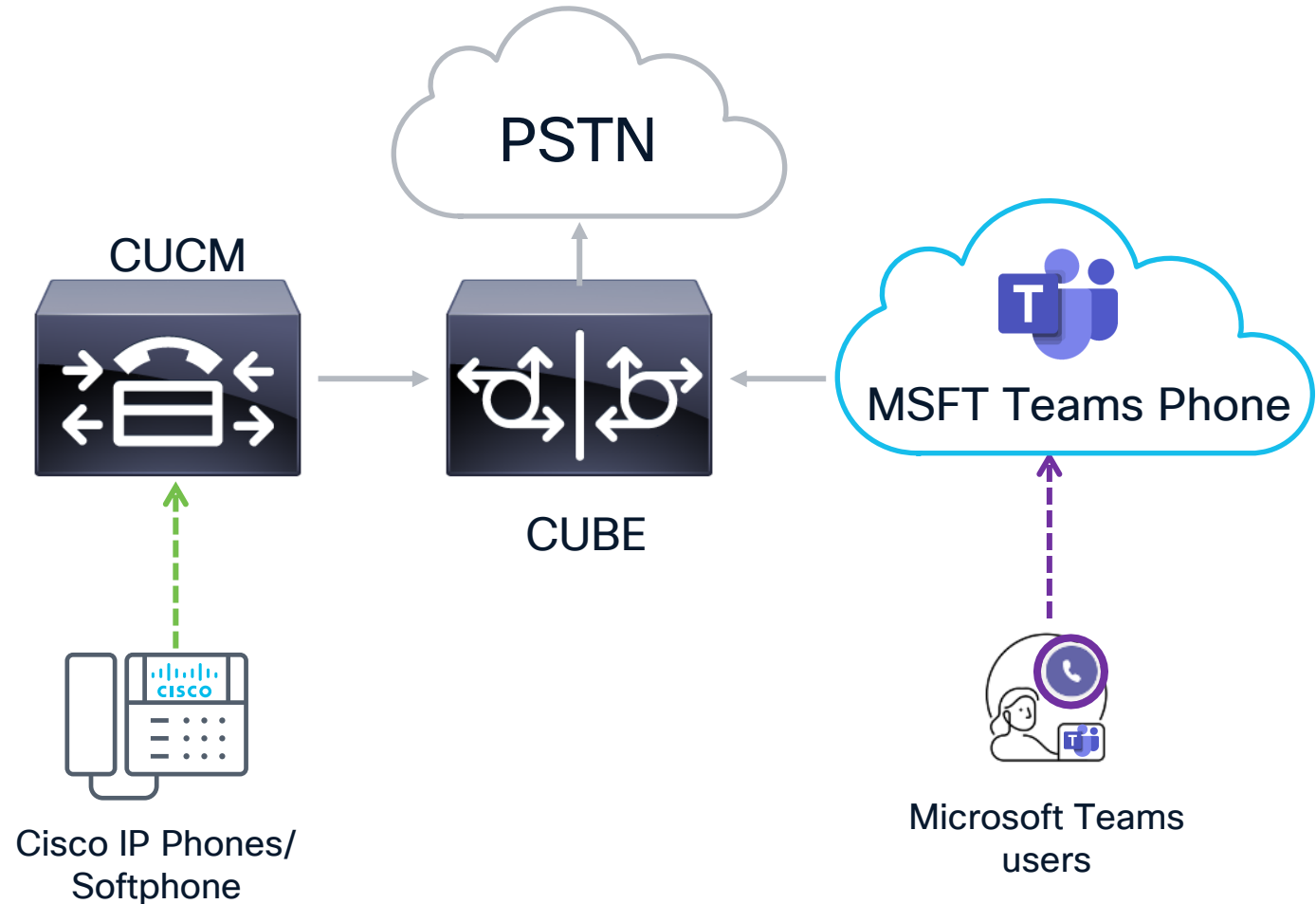
Tested Network Topology

CUBE can also be connected to an internal phone system such as Cisco Unified Communications Manager.

Supported topologies:

- Co-resident CUBE for Direct Routing
- Dedicated CUBE instance for Direct Routing and an additional gateway for connection to the PSTN

This is not the Cisco preferred solution for Calling Interoperability due to complexity and cost, but it is documented and supported

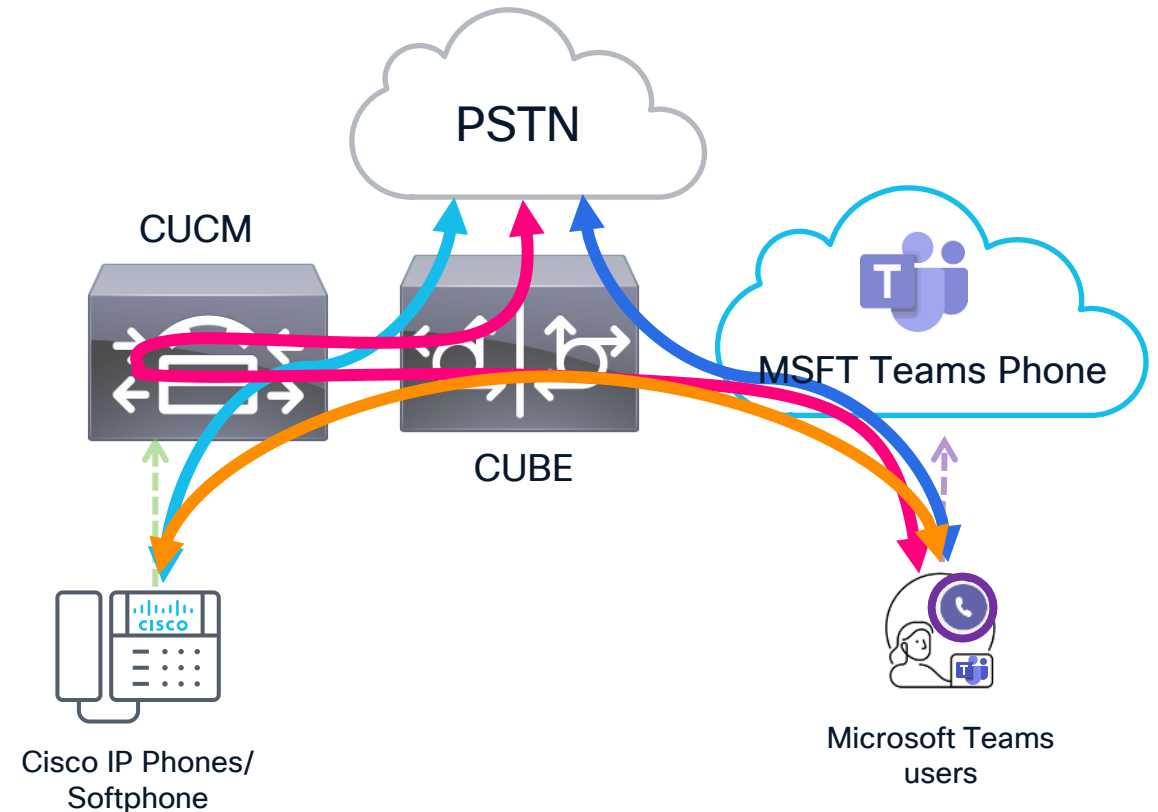


<https://www.cisco.com/c/dam/en/us/solutions/collateral/enterprise/interoperability-portal/direct-routing-for-communications-manager-via-cube.pdf>

Microsoft Direct Routing with CUCM via CUBE

Supported Call Paths

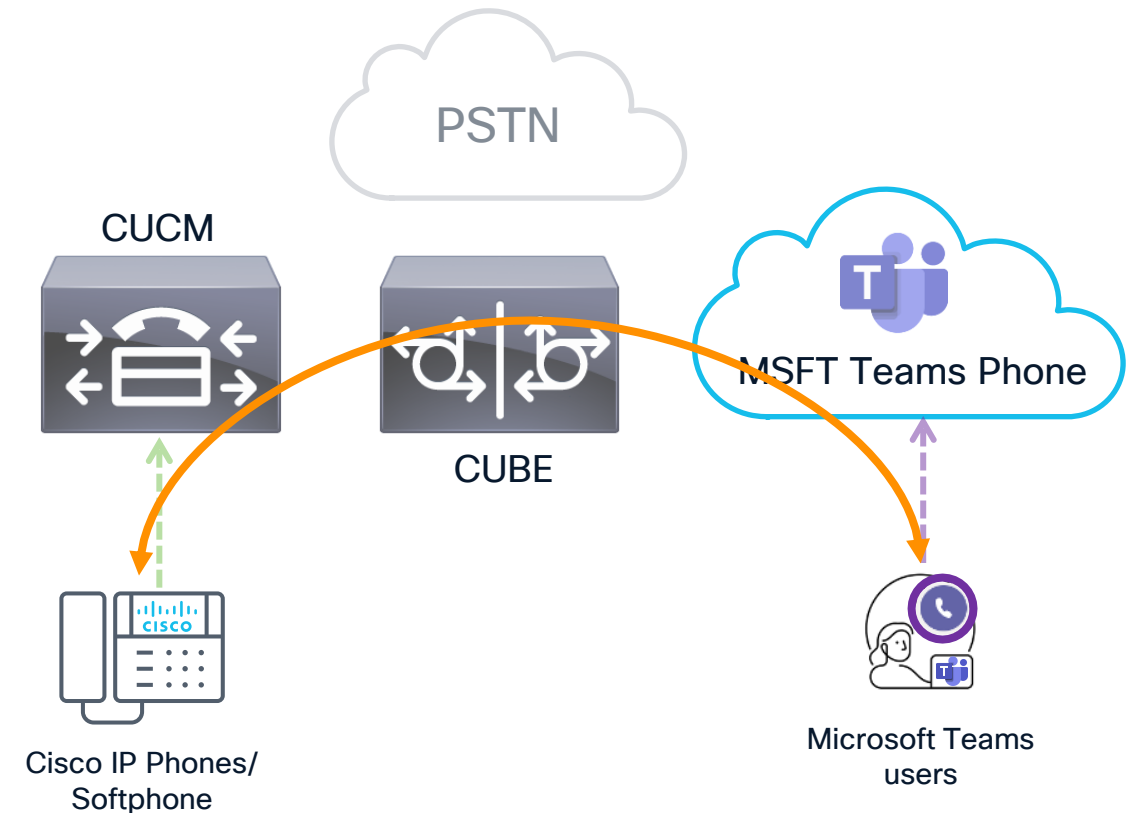
-  Calls between Cisco Phones/Softphone and the PSTN
-  Calls between MSFT Teams users and the PSTN via CUBE (Direct Routing)
-  Calls between MSFT Teams users and the PSTN via CUCM and CUBE (Direct Routing)
-  Calls between Cisco Phones and MSFT Teams users (limitations apply)



Microsoft Direct Routing with CUCM via CUBE

Limitations highlights

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

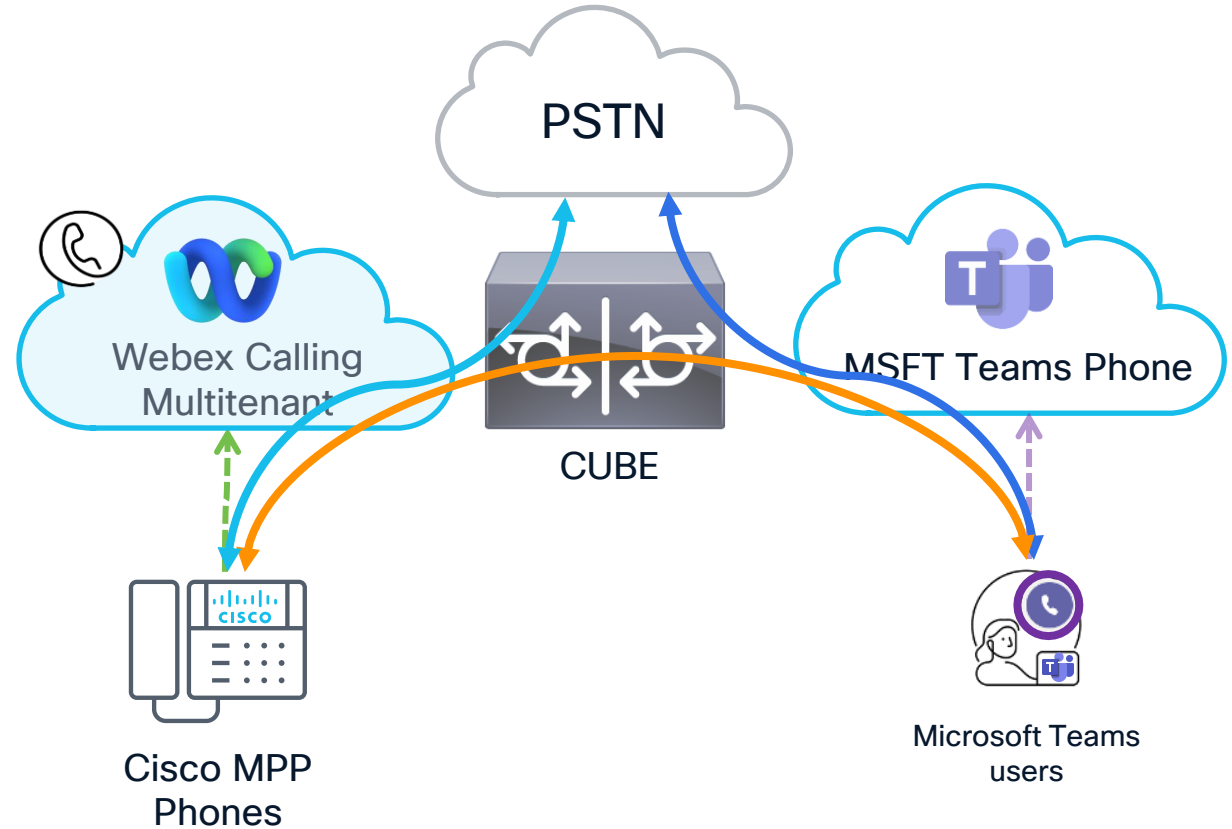


<https://www.cisco.com/c/dam/en/us/solutions/collateral/enterprise/interoperability-portal/direct-routing-for-communications-manager-via-cube.pdf>

Microsoft Direct Routing with Webex Calling via CUBE

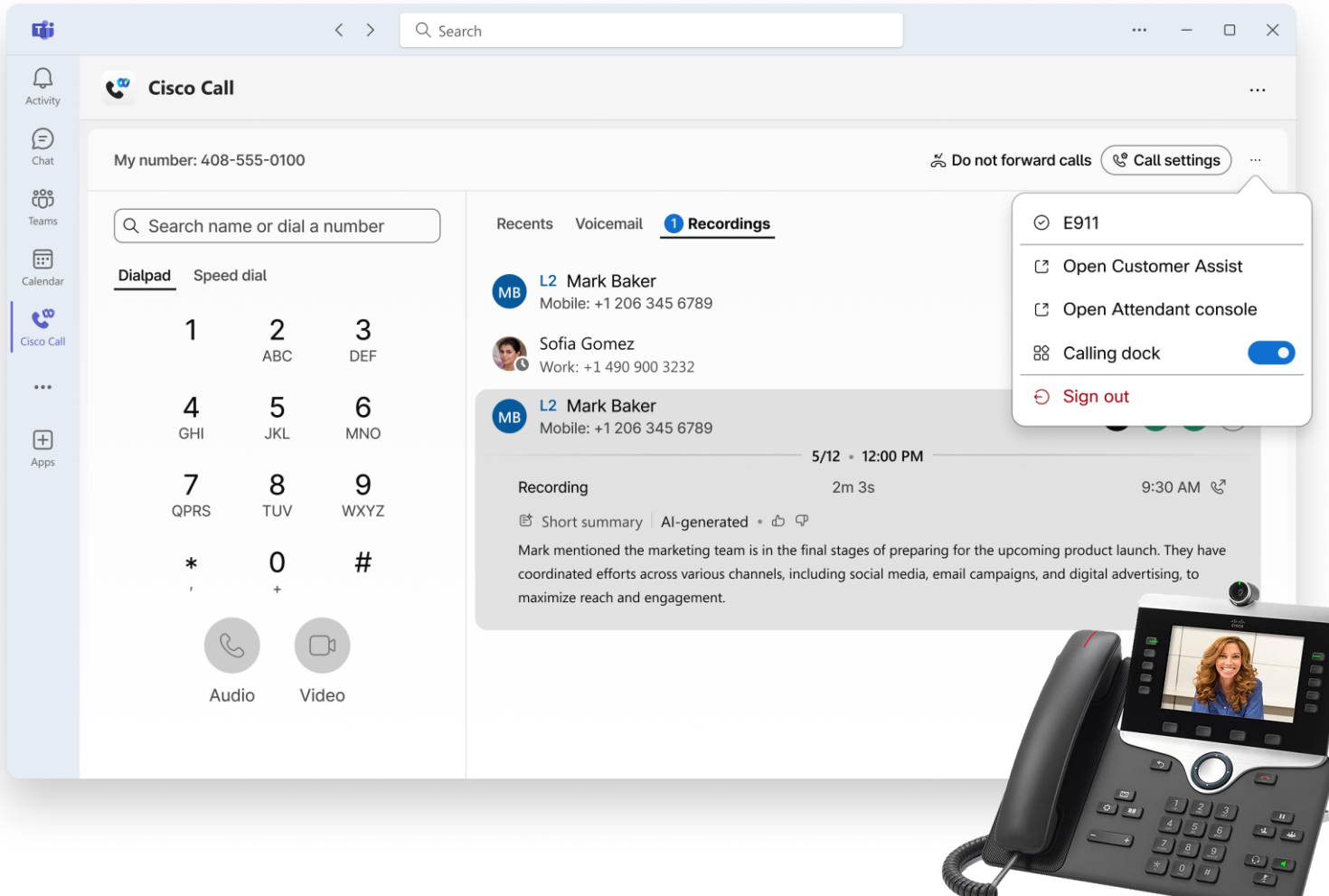
Customers can use CUBE to allow communication between Microsoft Teams Phone users and Webex Calling users.

- Use the [documentation created for CUCM](#) to deploy this solution
- PSTN Access through Webex Calling is **not allowed** (Microsoft Teams Phone should have its own PSTN access)



Cisco Call for Microsoft Teams

Cisco Call for Microsoft Teams



- **Flexible Deployment:** Supports UCM, Dedicated Instance, and Webex Calling multi-tenant. (no dial plan routing reconfiguration required)
- **Single-App Experience:** Full Cisco Calling inside Microsoft Teams. (No experience compromise)
- **AI-powered:** Transcriptions, call summaries, HD Voice, AI Codec.
- **Power Calling Tools:** Multi-call window, Attendant Console, Customer Assist.
- No additional license costs for regular calling features

This is the recommended solution in which Cisco is investing the most to achieve interoperability between Cisco Calling platforms and Microsoft Teams

Cisco Call for Microsoft Teams

The screenshot displays the Cisco Call for Microsoft Teams application interface. On the left, a vertical sidebar contains navigation icons for Activity, Chat, Teams, Calendar, and Apps. The main area is divided into several sections: a top status bar showing 'Cisco Call' and 'My number: 408-555-0100'; a 'Speed dials' section with a numeric keypad; a 'Contact Search' section with a search bar; and a 'Recents' list of recent calls. A 'Calling dock' is visible at the bottom of the Recents list, showing a call to '+12 612-555-0100' in the 'Queue: PreSales'. A context menu is open over the Calling dock, displaying options like 'E911', 'Open Customer Assist', 'Open Attendant console', 'Calling dock' (with a toggle switch), and 'Sign out'. Callouts with blue lines point to various elements: 'Call Tab' points to the Cisco Call icon in the sidebar; 'My Number' points to the number 408-555-0100; 'Speed dials' points to the numeric keypad; 'Contact Search' points to the search bar; 'Call History' points to the Recents list; 'Call Forwarding status' points to the 'Do not forward calls' toggle; 'Voicemail' points to the 'Voicemail' tab; 'E911 indicator' points to the 'E911' option in the context menu; 'Customer Assist and Attendant Console access' points to the 'Open Customer Assist' and 'Open Attendant console' options; 'Calling dock toggle' points to the 'Calling dock' toggle switch; and 'Call Queues / Hunt Groups visibility' points to the 'Queue: PreSales' text.

Call Tab

My Number

Speed dials

Contact Search

Call History

Call Forwarding status

Voicemail

E911 indicator

Customer Assist and Attendant Console access

Calling dock toggle

Call Queues / Hunt Groups visibility

Entra ID
Contacts

Outlook 365
Contacts

UCM - Pre-Req:
UCM 12.5 SU7 / UCM 14 SU3 / UCM 15 SU2
CUC - 12.5 / 14 SU3
On-premises: Webex Cloud-Connected UC (CCUC)

Demo

Video demo

(June 2025)

<http://cs.co/ciscocallmsteamsdemo-june25>

What's available on Cisco Call for MSFT Teams



Click to Call from
MSFT Teams
Audio/video calls



Make a call by keying
in the number in the
dial pad



Available on Desktop
and mobile



Search contacts
from Outlook/Entra



Make 1:1 calls from
MSFT Teams Chat
and Channels



Use your existing Calling
infrastructure



See Call History



Bidirectional
Presence status sync



Enable Calling Dock



Hide Webex windows



Simplified login



Call Forwarding status



VDI support



Multi-line visibility
for CUCM



New!

Listen to voicemails
and see transcriptions



New!

Attendant Console and
Customer Assist access



New!

Simplified Call Settings



New!

Single App experience



New!

Phone Disconnection
banner



New!

E911 warning

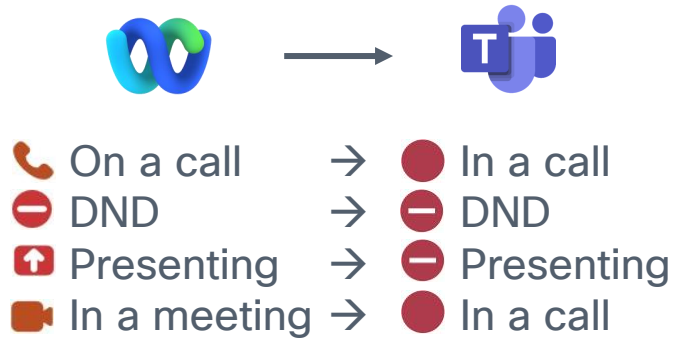
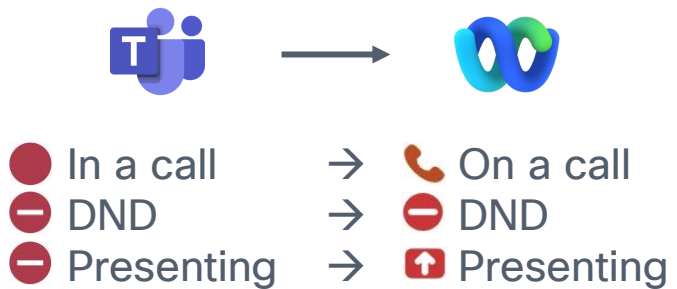


New!

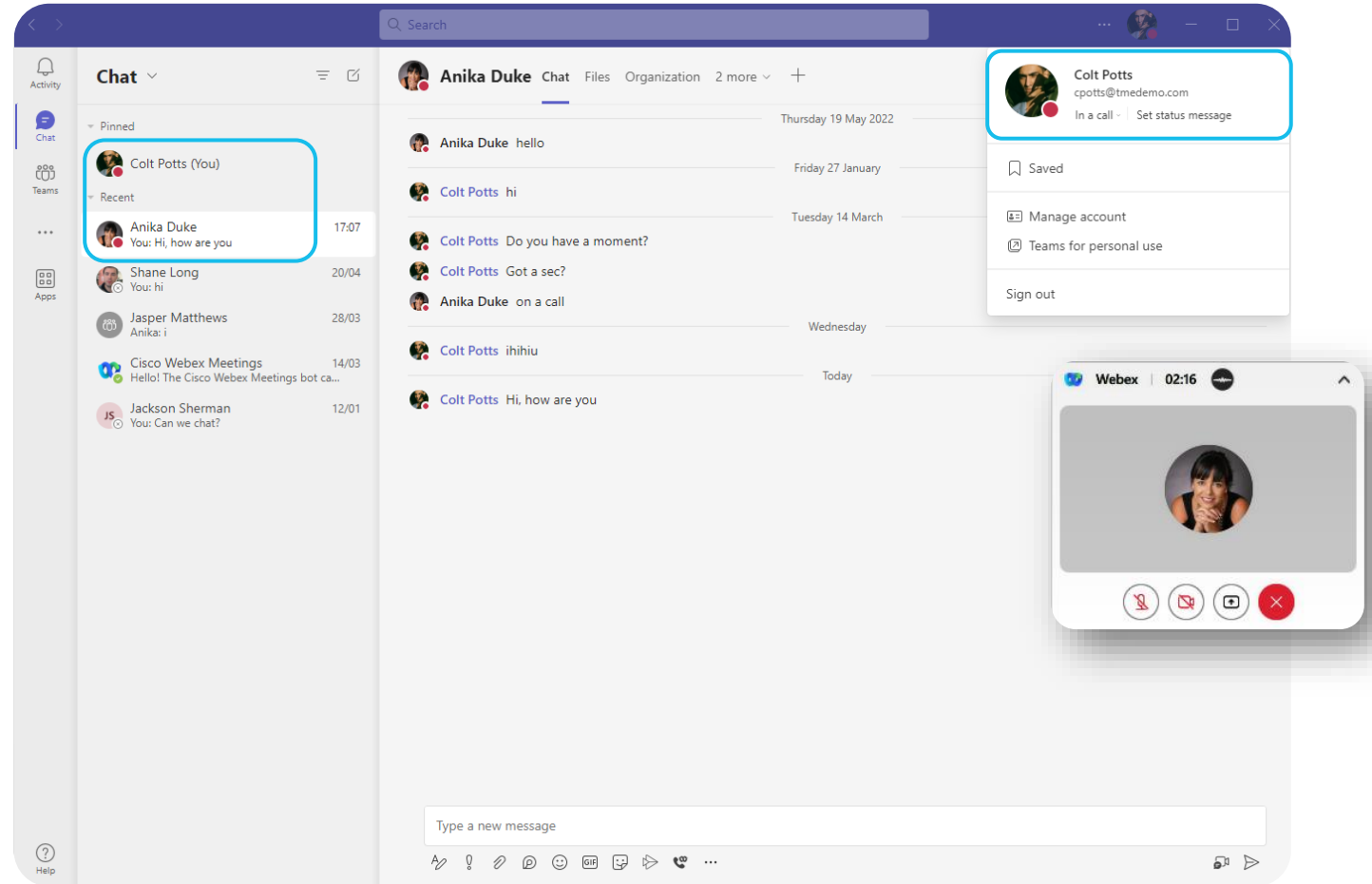
Activity/Notifications bot

Bidirectional Presence Sync

The following presence status will be synchronized between Webex and Microsoft Teams:



When in a MSFT Teams meeting, MSFT sets the status as In a call



Webex Calling dock

The Webex Calling dock (formerly multi call window) is a user enabled setting to **maximize calls for multiple lines and manage calls effectively**

It is part of the Webex App and it works with **all the Calling platforms**. It can act as a companion app for Microsoft Teams.

Only available on Windows machines today.

Queue management

Sign in/out from queues/Hunt Groups
Search to call
Search on Webex

Multiple lines

See all the lines available for the user with their associated calls and notifications

Watchlist

See the call presence status of monitored users (Webex Calling and Webex hosted by Service Provider only)

Device Control

Optimized for multi-tasking with small footprint

Dialpad

Call Settings

Direct access to Call Settings

Link to Recent Calls and Voicemails

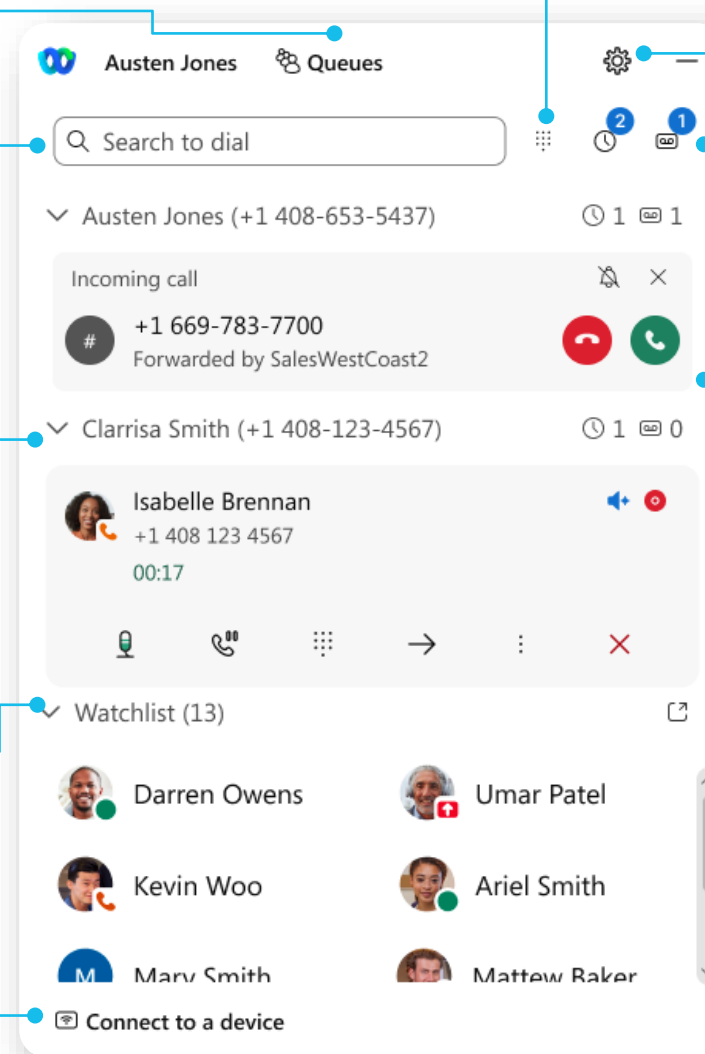
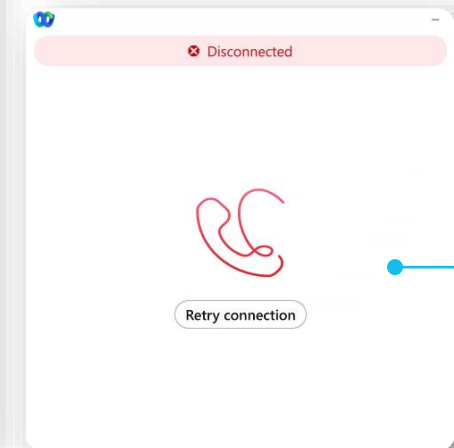
See notifications and open Recent Calls and Voicemails in MSFT Teams

Multiple call handling

Take, decline or resume calls while in another call

Phone disconnection prompt

See when your phone services get disconnected and retry connection



Webex Calling dock - UCM

The Webex Calling Dock is available on CUCM and Webex Calling Dedicated Instance with the following features

Hunt Groups

Sign in/out from Hunt Groups

Search to call

Search on Webex

Multiple lines

See all the lines available for the user with their associated calls and notifications

Device Control

Optimized for multi-tasking with small footprint

Dialpad

Call Settings

Direct access to Call Settings

Link to Recent Calls and Voicemails

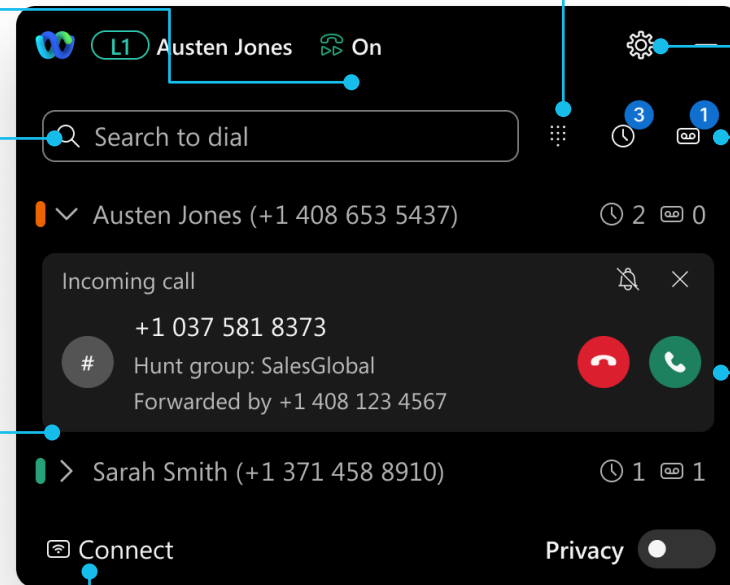
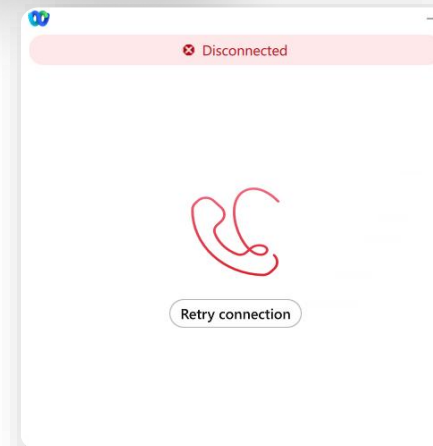
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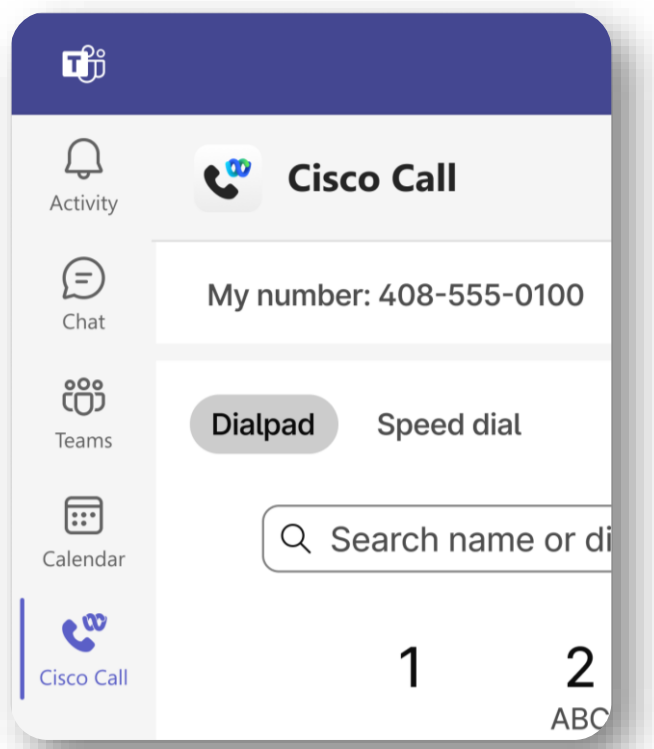
See when your phone services get disconnected and retry connection



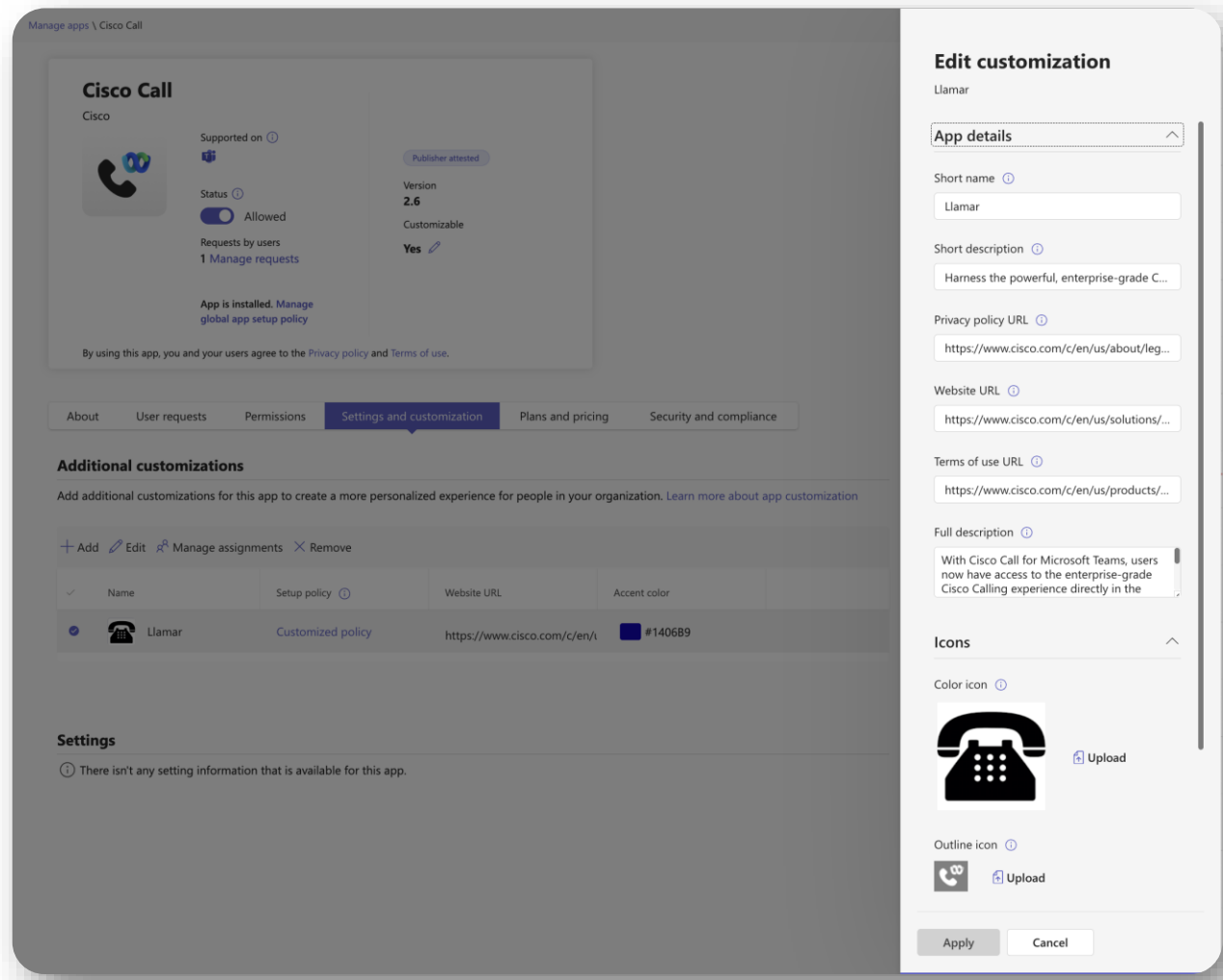
App rename

New

Webex Calling for Microsoft Teams is now **Cisco Call for Microsoft Teams**

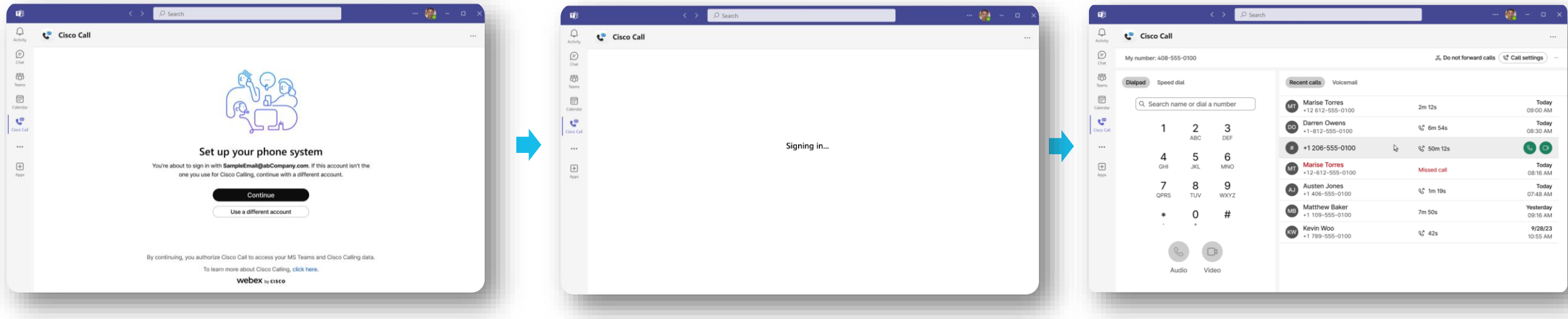


App customization for name and logo is also possible



Simplified login experience

A single login to the integration is leveraged if Microsoft Teams and Webex are SSO enabled or if the login session is valid.



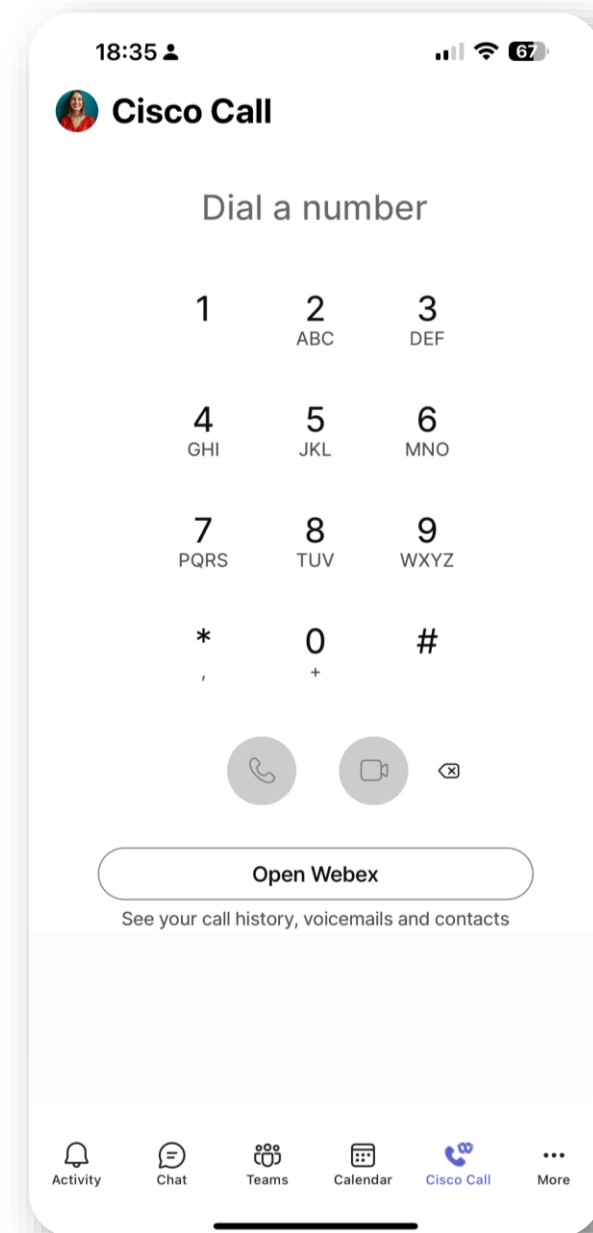
Note: Webex App will pop up for user to login

Mobile experience

Cisco Call app is available from the Microsoft Teams apps on **mobile**.

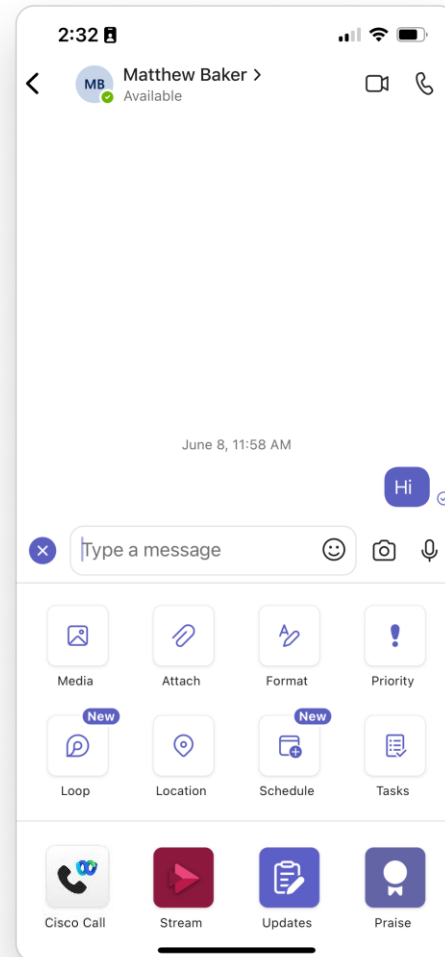
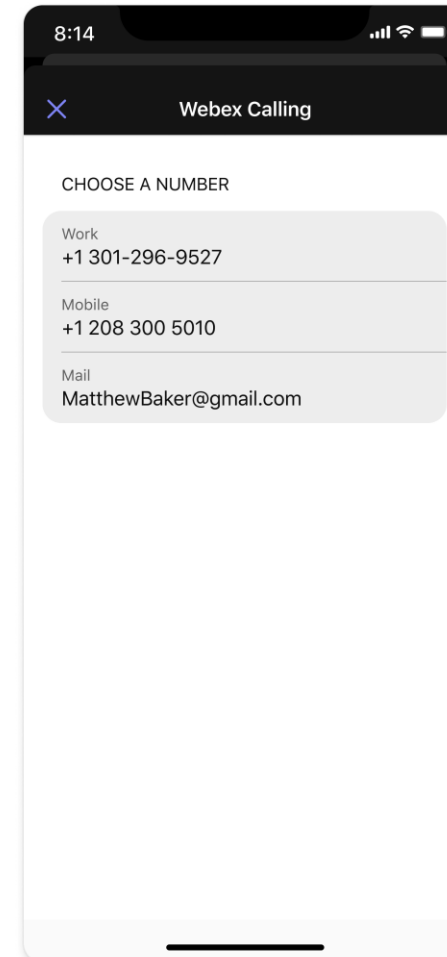
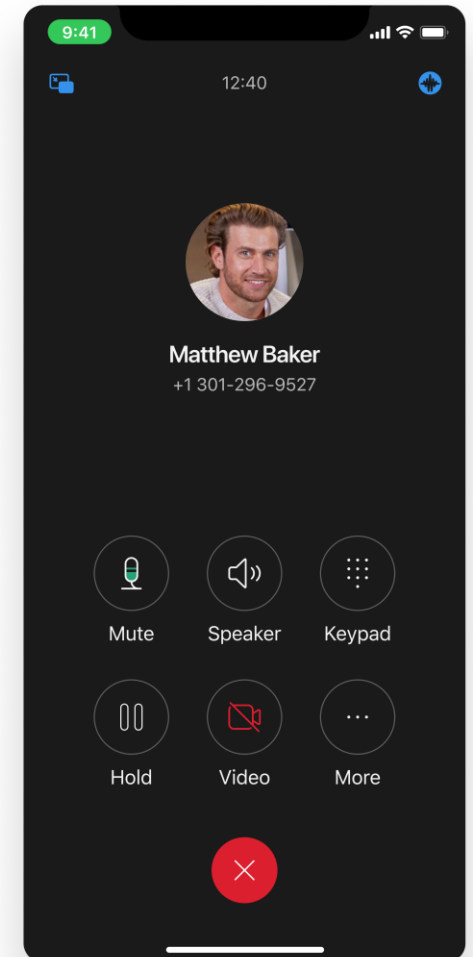
To access Call History, Voicemails and Contacts, Webex App must be open.

Presence sync is supported on mobile.



Mobile experience from chat

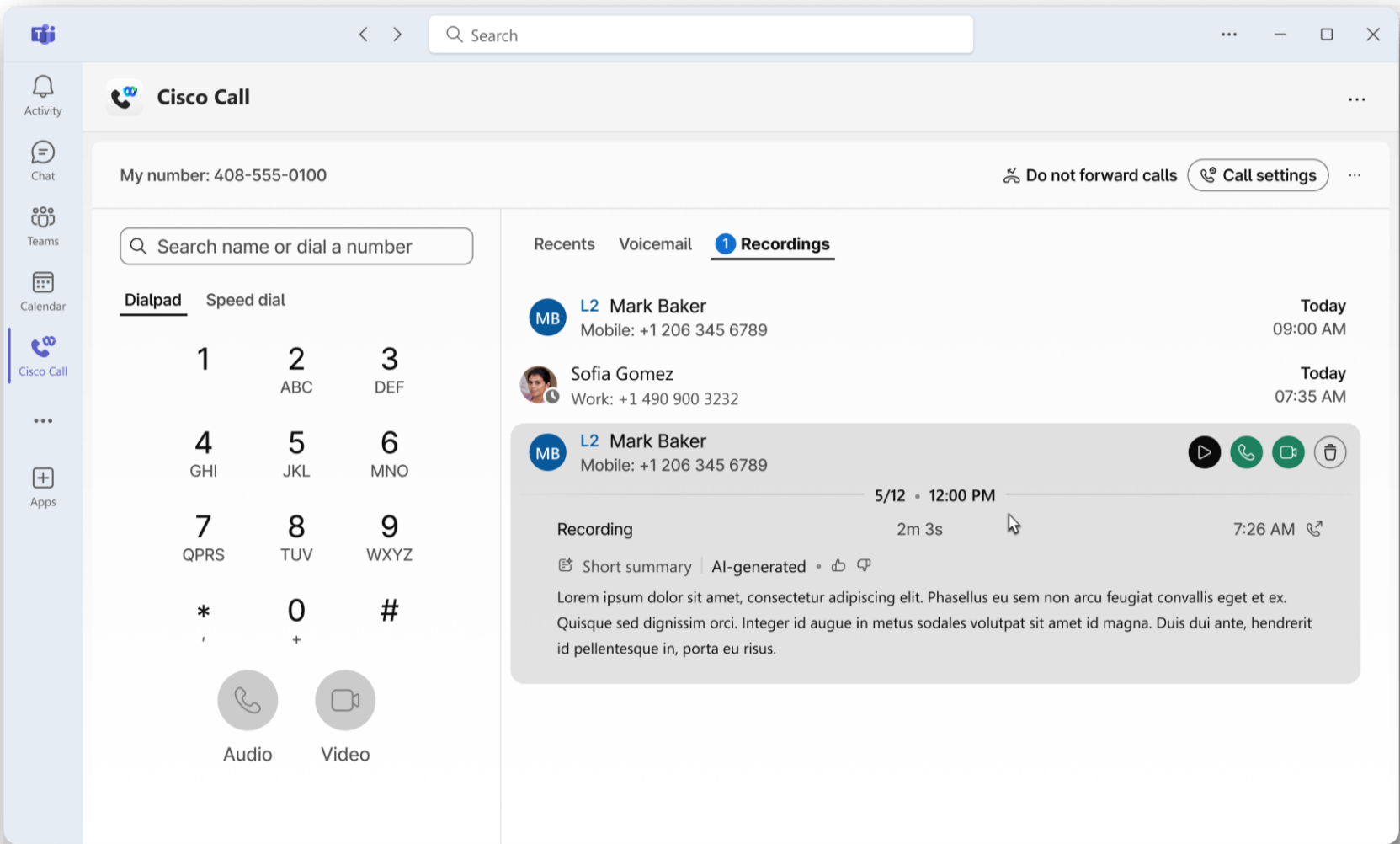
Call a user from 1:1 chats using the integration



Call Recordings

Q3 - CY25

A new tab for Call Recordings (Q3CY25) and summaries (Q4CY25)



Line selection and Call Queue

Q3 - CY25

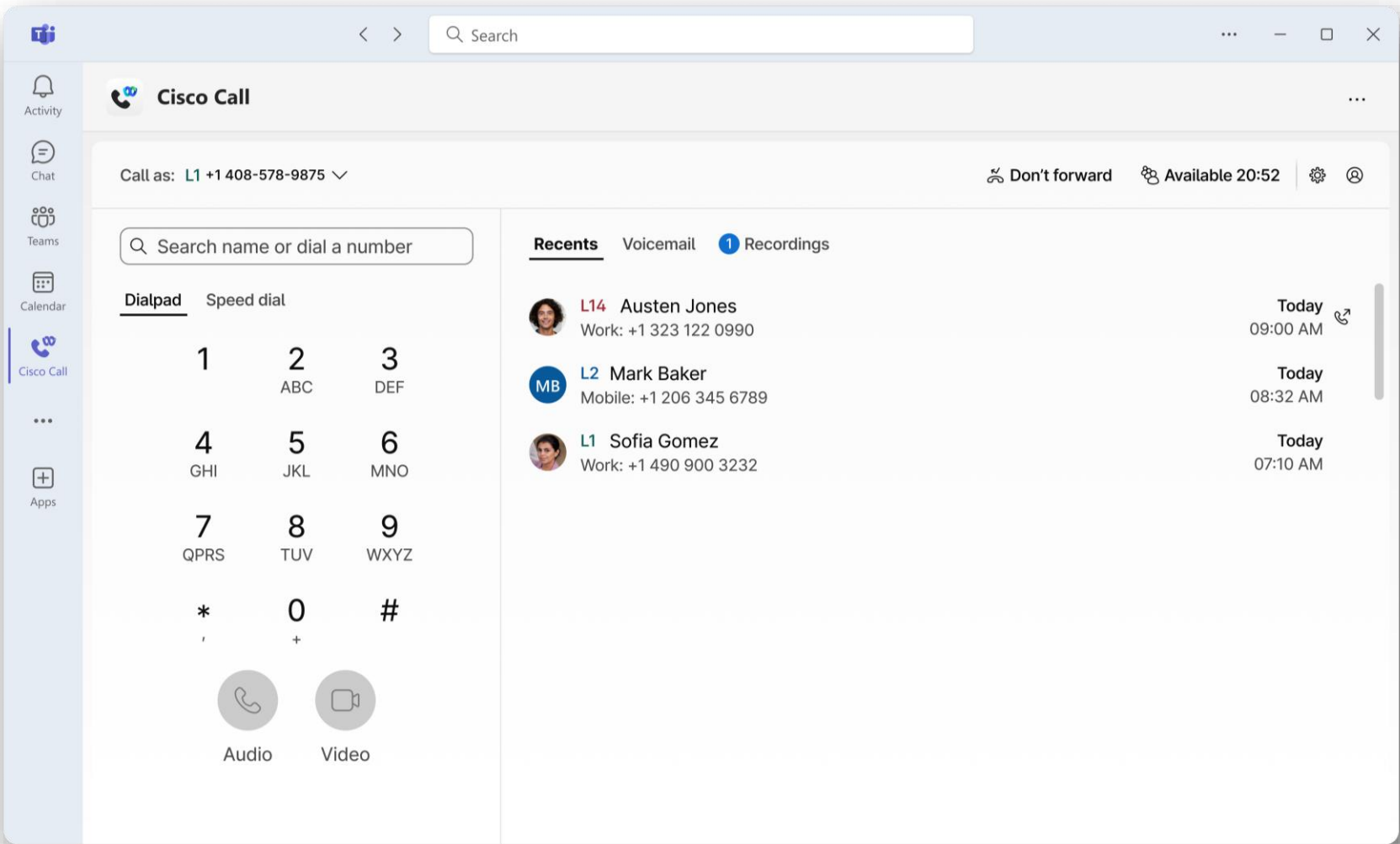
Call as: L1 +1 408-578-9875 ▾

Select the line to call from

Available 20:52

Queue management

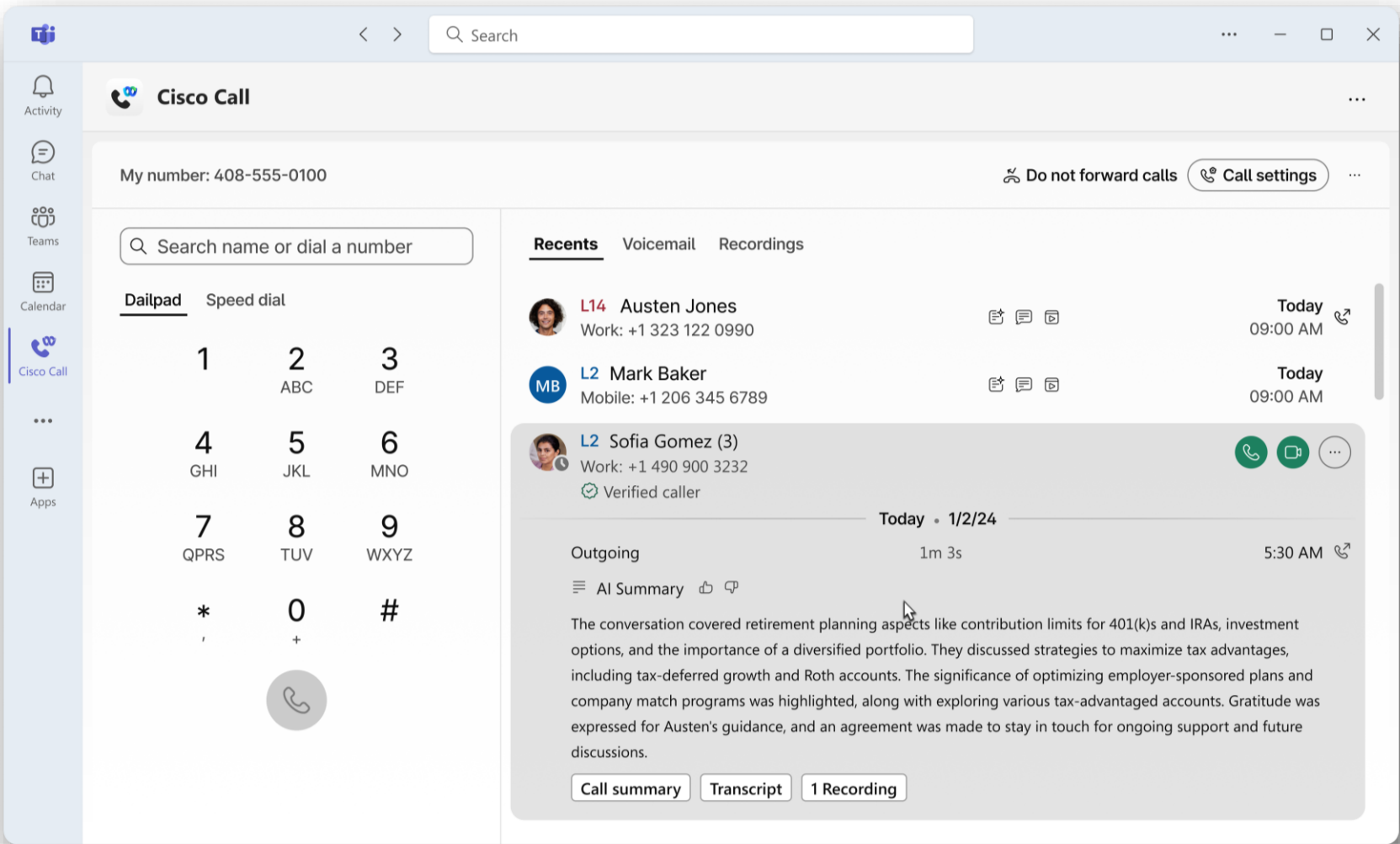
Log in/out from Queues



Call Summaries

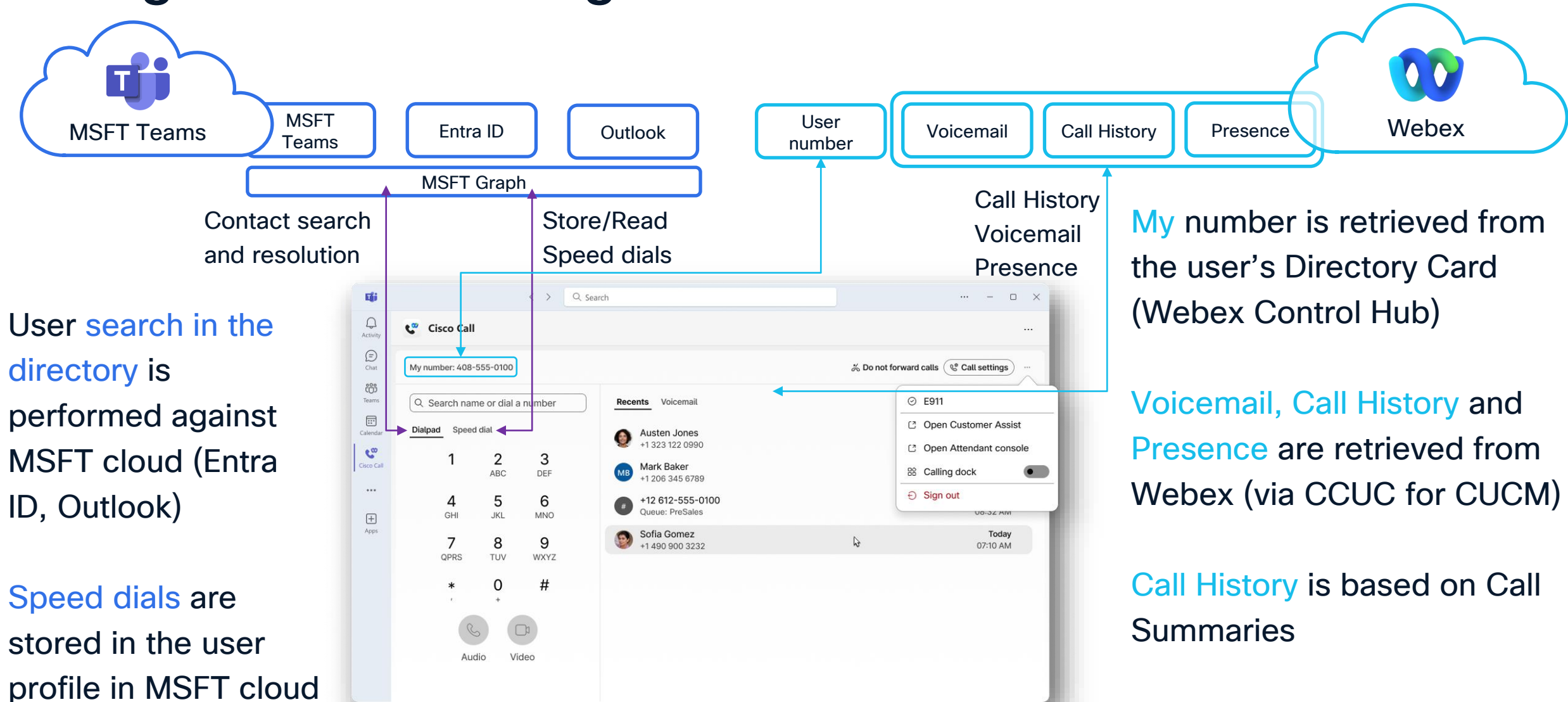
Q4 - CY25

Showing Call Summaries provided by AI inside the Call History

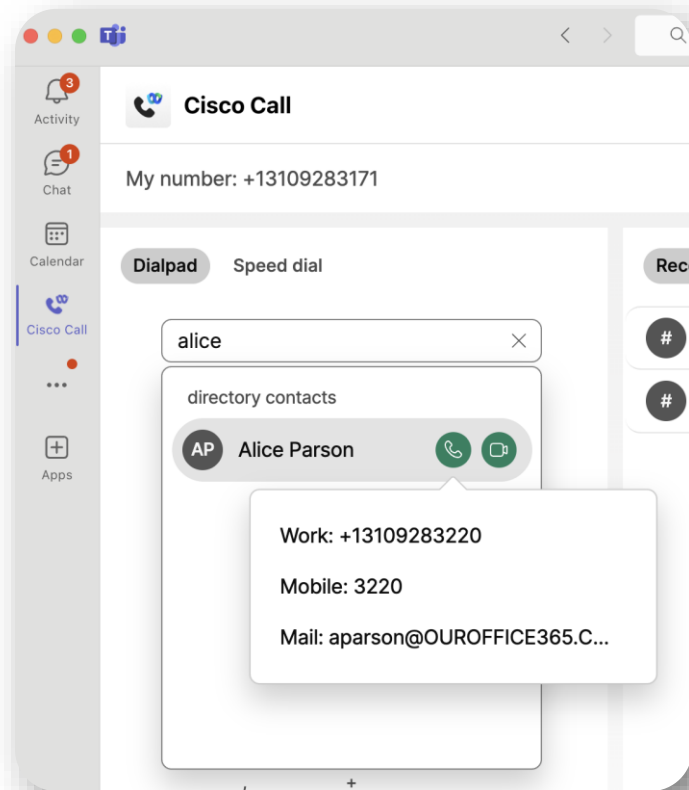


Solution Architecture

Integration and Storage

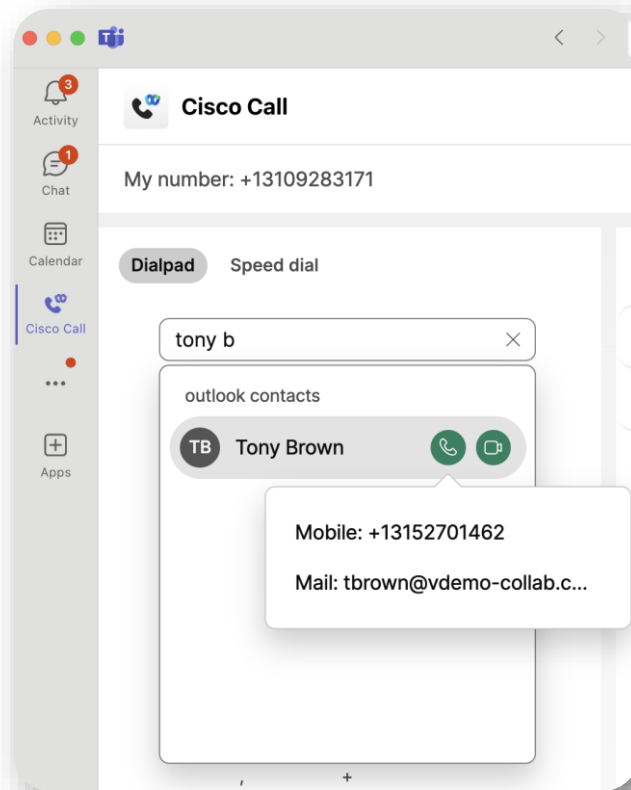


Dialpad and Speed Dials



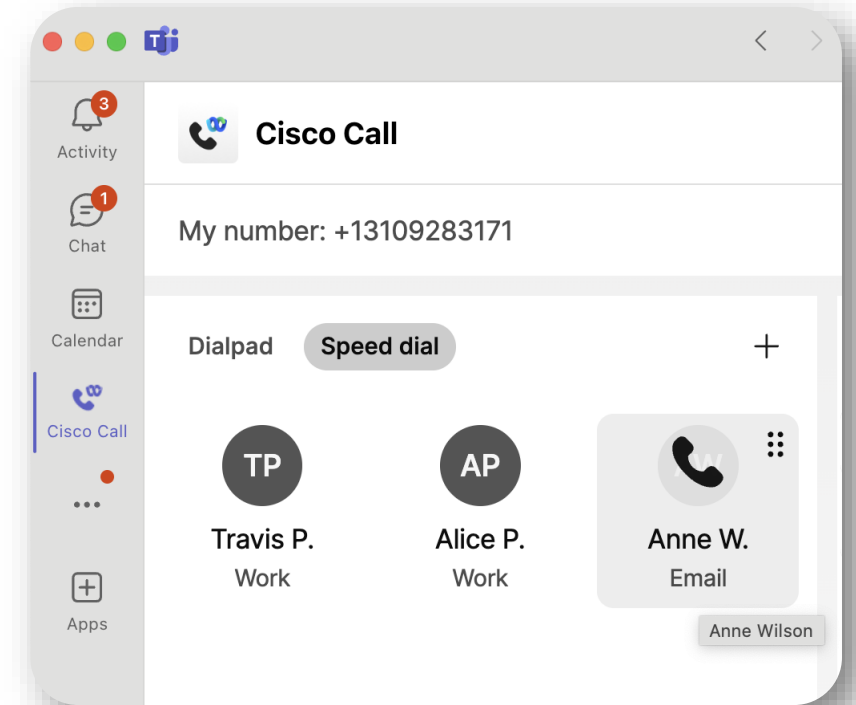
Directory contacts

- Contacts from **Entra ID** directory
- Choose from different fields to call



Outlook contacts

- Contacts saved in **Outlook**
- Choose from different fields to call

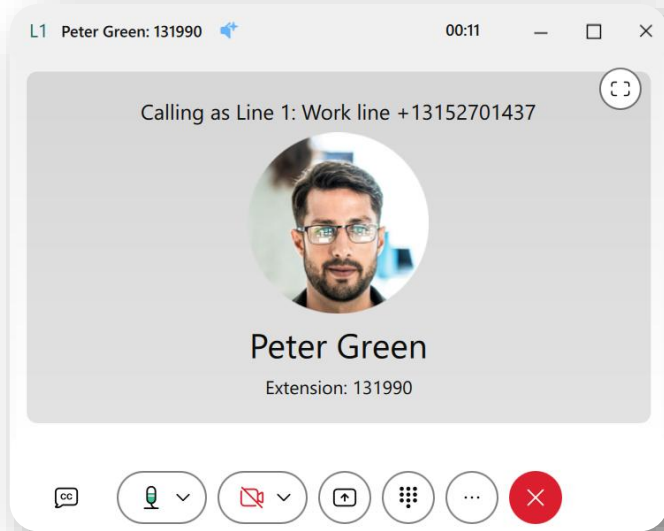


Speed Dials

- Contacts created **locally** in the integration
- Direct dial to a specific number or email

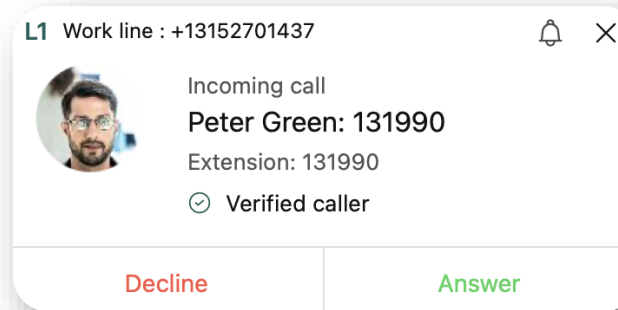
Contact resolution

Directory Sync between Entra ID and Webex CI becomes crucial to show the same contact information everywhere



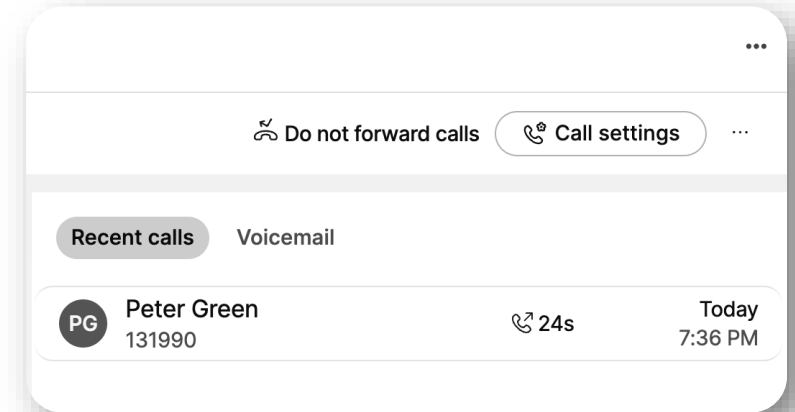
Ongoing calls

- Calls happening in the Webex App
- Contact resolution follows the Calling Platform logic (looking at Webex Cloud DB and local contacts)



Incoming Calls

- Calls happening in the Webex App
- Contact resolution follows the Calling Platform logic (looking at Webex Cloud DB and local contacts)



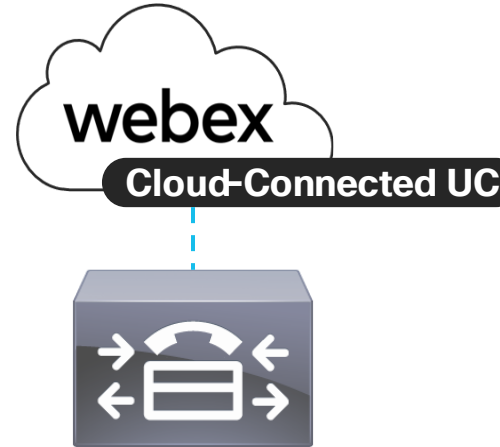
Call History

- Contacts retrieved from **Call Summaries** (CDRs –Call Detail Records).
- For Webex Calling, Call Summaries are coming from Webex CI.

Supported Cisco Calling Platforms



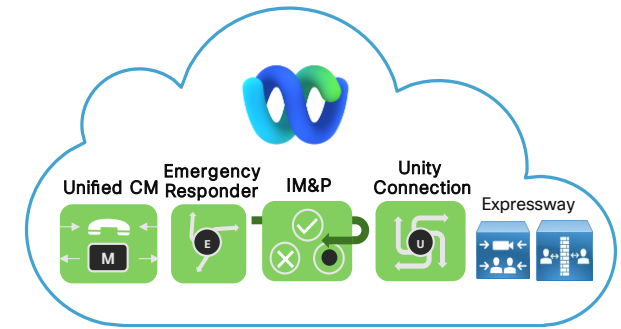
Webex Calling Multitenant
(preferred)



Cisco Unified
Communication Manager
(CUCM)

+

Webex Cloud Connected
UC (CCUC)



Webex Calling Dedicated
Instance

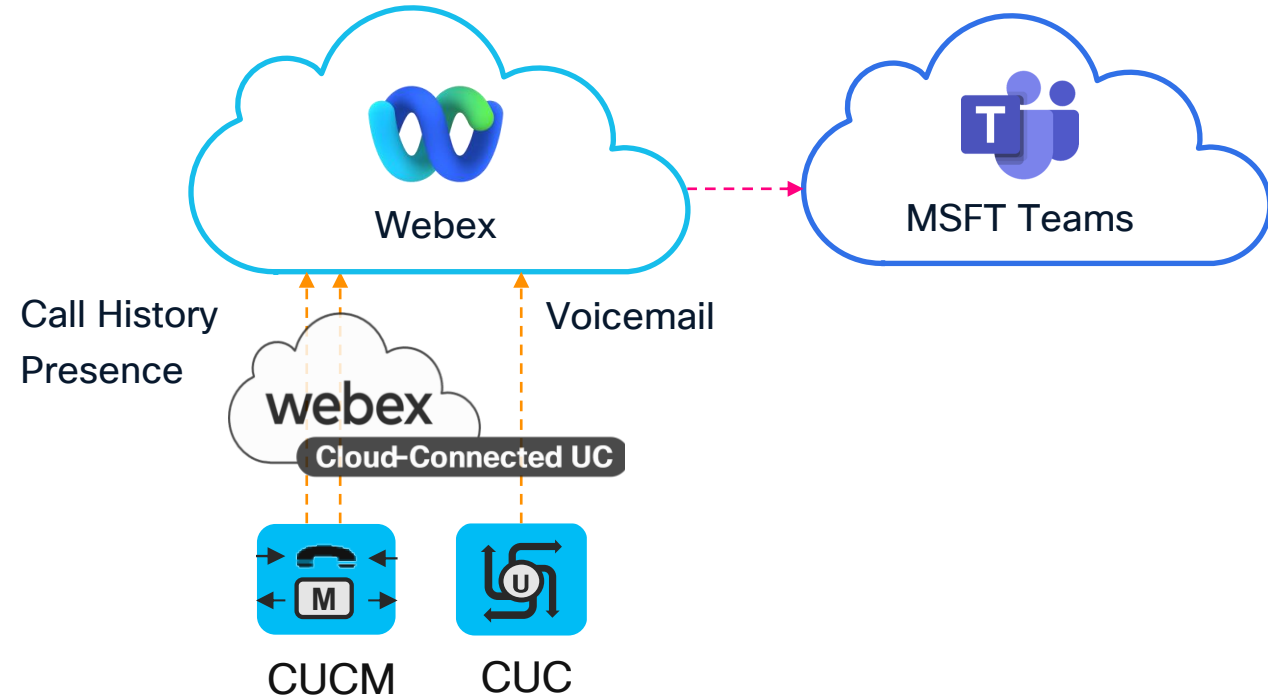
Note: Webex for BroadWorks is also supported, but not covered in this presentation

Why do we need CCUC with CUCM?

Cisco Call for Microsoft Teams is a Cloud solution, and some services are taken from the Cloud.

We need a **connector: Webex Cloud Connected UC**

If CCUC is not enabled, a user can still make calls through the integration, but **Call History**, **Voicemail** and **Presence** won't be synced.

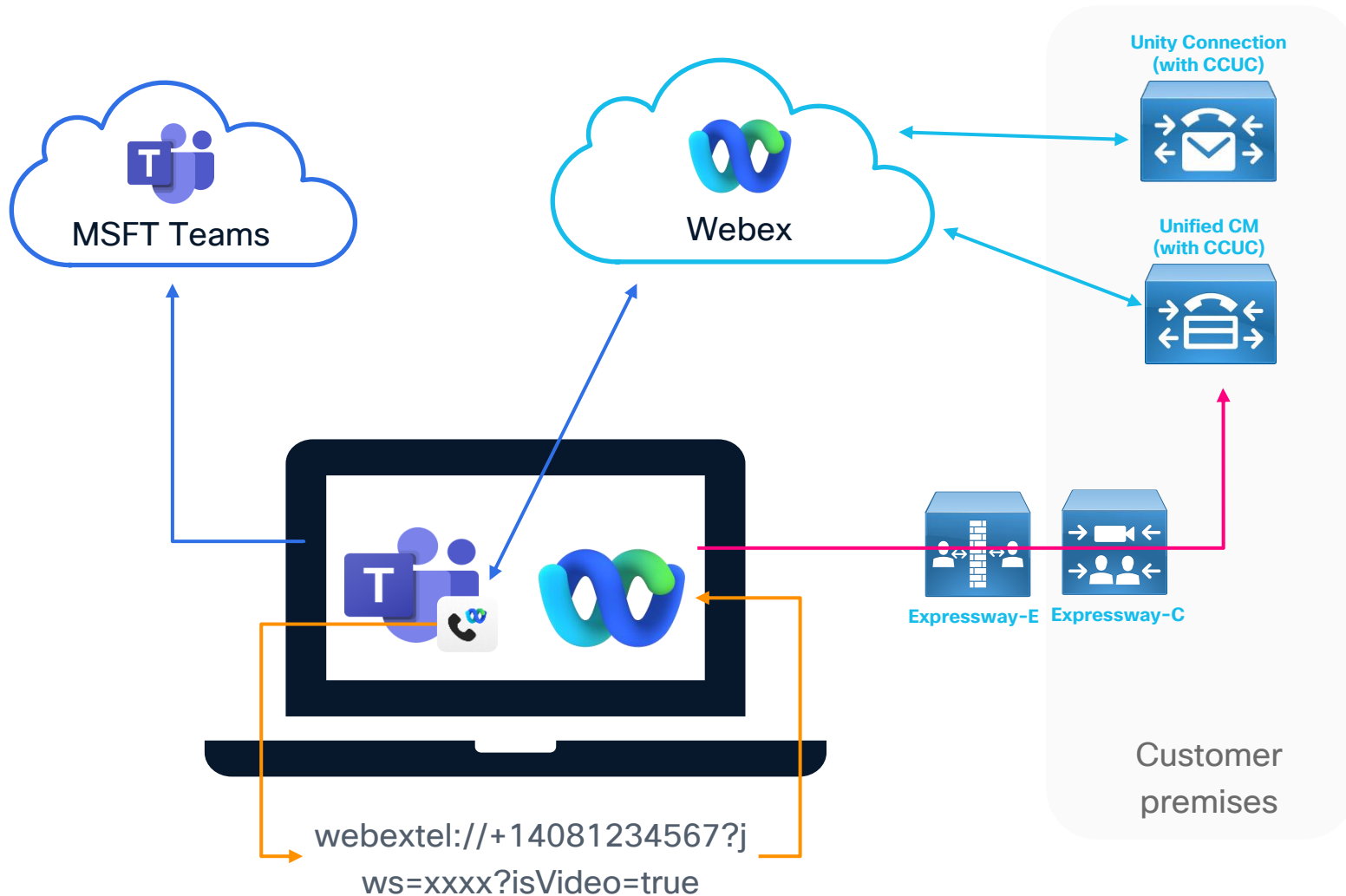


CCUC is required to push Call History, Presence and Voicemail from CUCM and CUC to the Webex Cloud

Cisco Call for Microsoft Teams Architecture

For CUCM

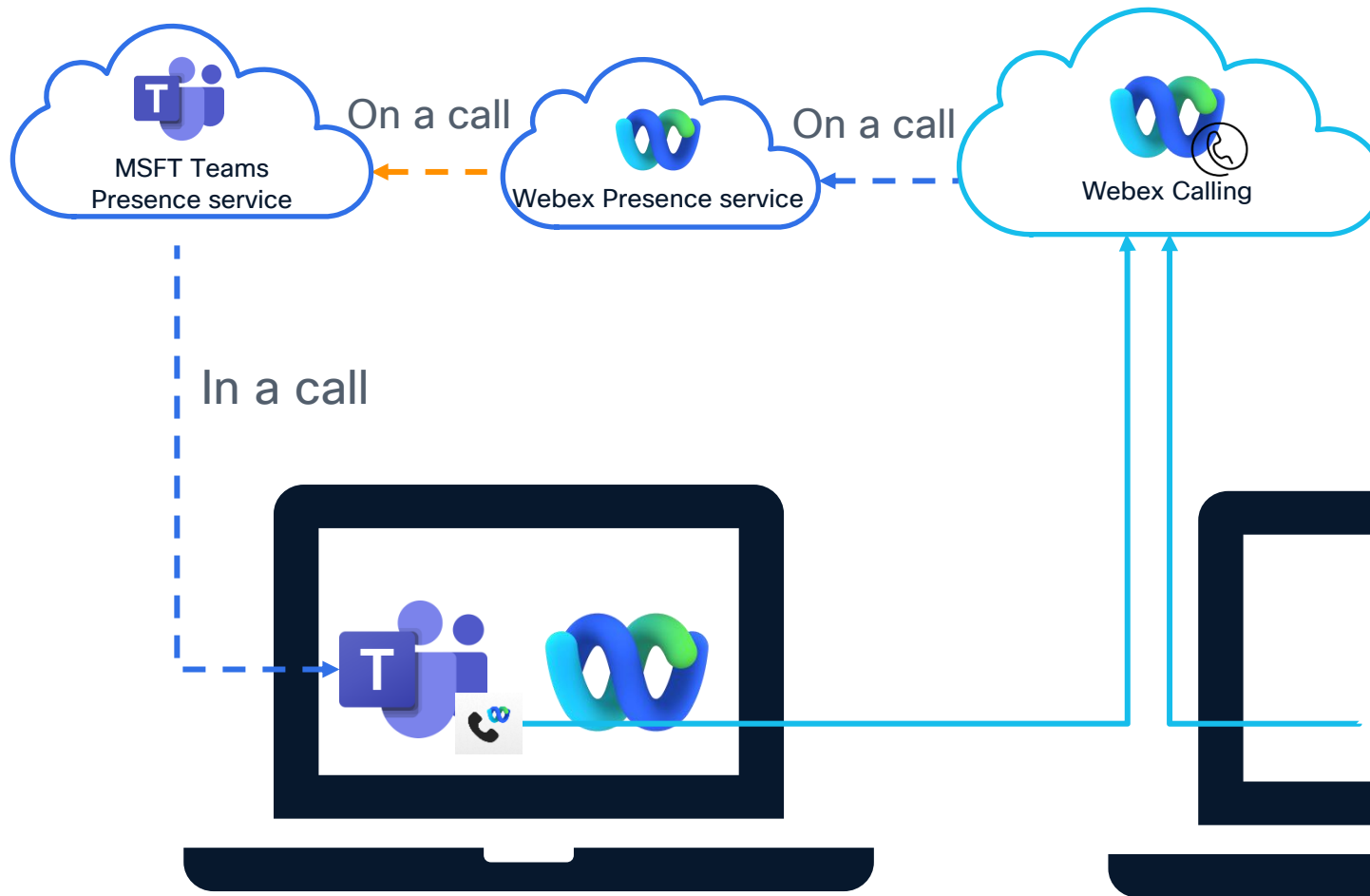
1. User launches **MSFT Teams**
2. Webex App registers to **Unified CM**
3. User signs in and authorizes **Cisco Call Integration**. Integration downloads and displays Speed Dials, etc
4. If Unified CM is **CCUC enabled**, Call History will be retrieved and displayed on Integration tab, and Presence will be synced
5. If Unity Connection is **CCUC enabled**, Voicemail will be retrieved and displayed on the Integration tab
6. Users makes a call via the integration. **webextel://** protocol handler x-launches Webex App call window or uses the Calling Dock to make the call.



Presence Sync architecture

Presence Sync Architecture

Making calls through the Calling integration



Alice **calls** Bob using the integration → Alice's Webex presence is set to "**On a call**"

Webex presence service pushes "**On a call**" update to MSFT Teams presence service for Alice

Alice's MSFT Teams presence is updated to "**In a call**"

Alice

Bob

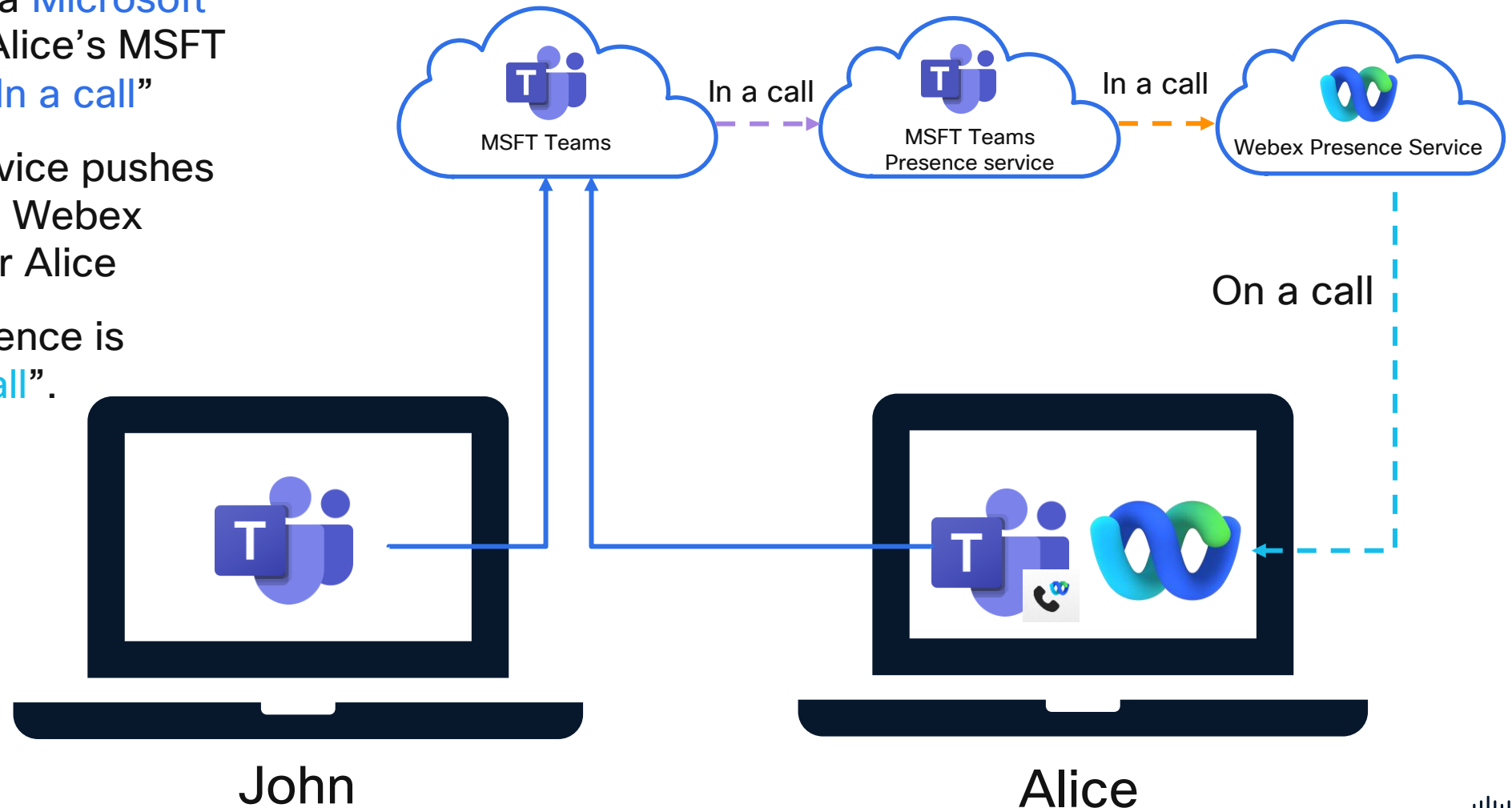
Presence Sync Architecture

Joining a Microsoft Teams meeting

Alice and John join a **Microsoft Teams meeting** → Alice's MSFT presence is set to **"In a call"**

MSFT presence service pushes **"In a call"** update to Webex presence service for Alice

Alice's Webex presence is updated to **"On a call"**.



Mute Webex Call when on a Teams meeting/call

When on a Teams Meeting or call, call Notifications **will follow the Call Settings from the Webex App.**

Example:

- Alice is in a Microsoft Teams Meeting
- Austen calls Alice using the integration (Webex Calling/CUCM)
- If Alice set the Call Notifications to mute notifications when on a meeting or call, **Alice won't see/hear the call**
- Alice will see a **missed call** from Austen later

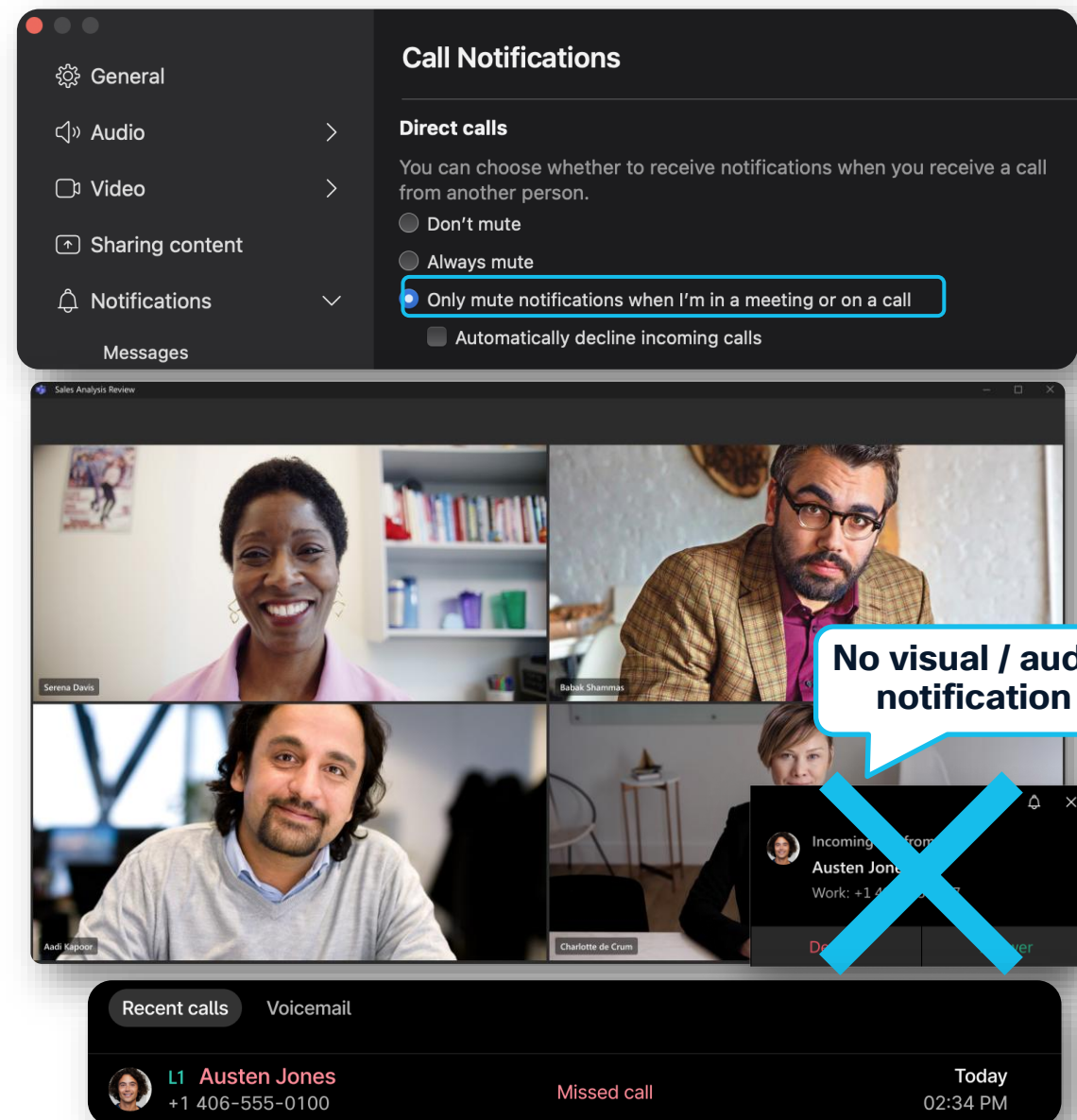
Call Settings on Webex App

Microsoft Teams Meeting

Recent Calls tab from the integration

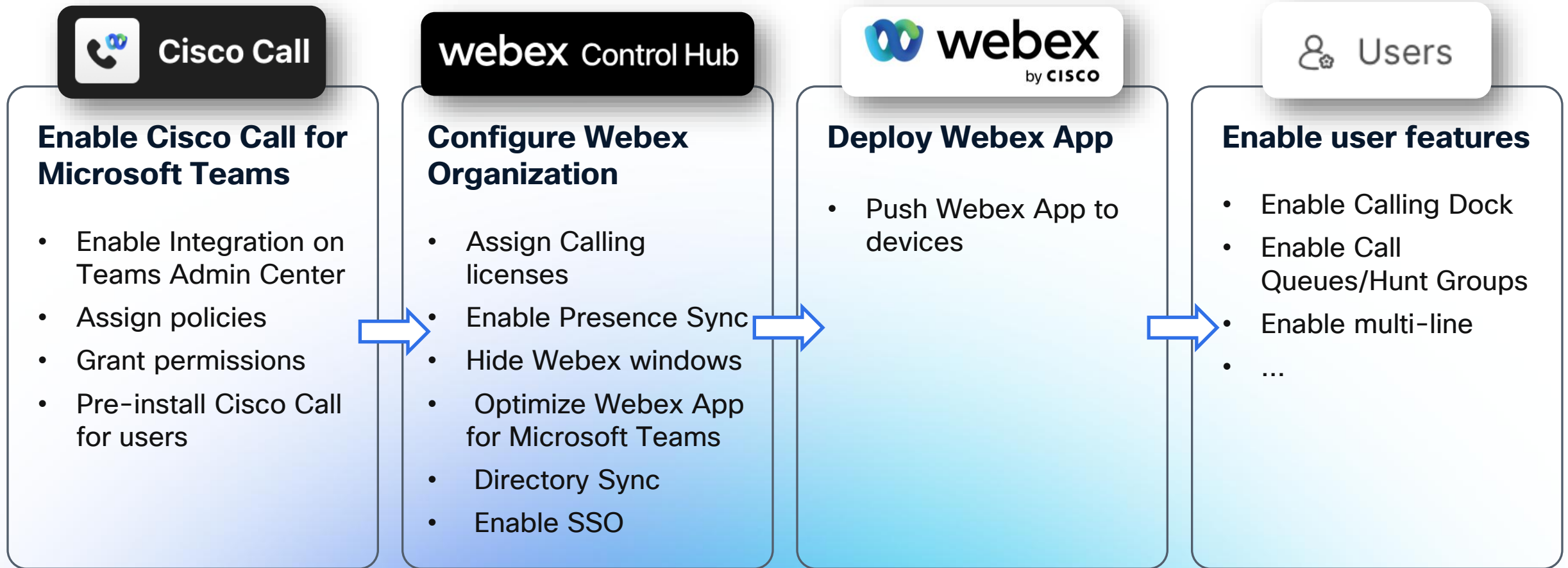
Watch a demo

New!

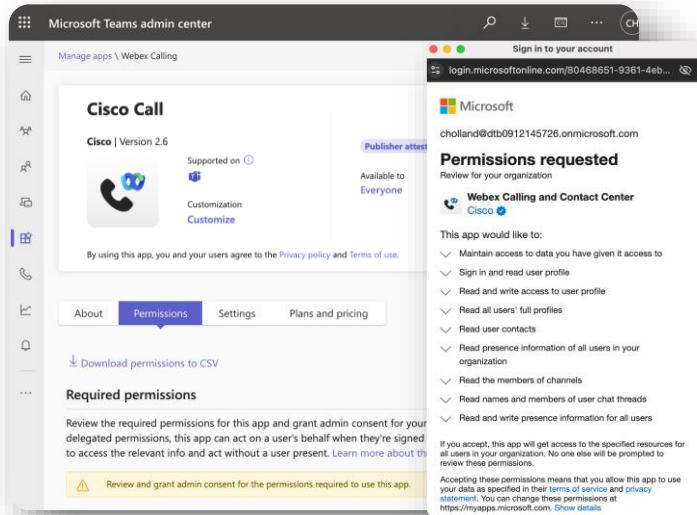
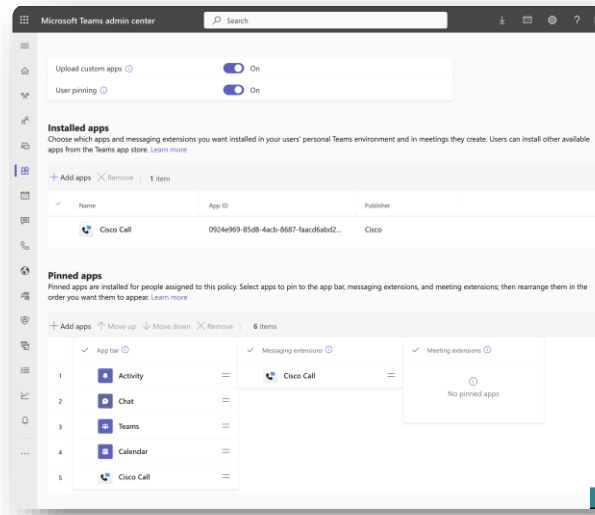
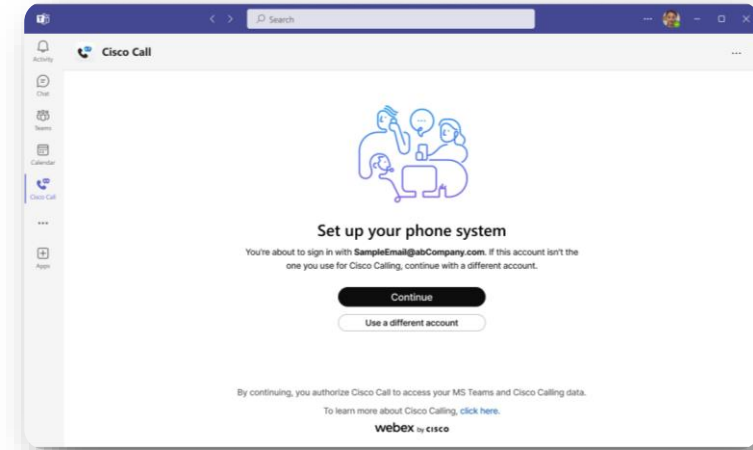


Solution deployment

Deploying Cisco Call for Microsoft Teams



Enabling integration on Teams Admin Center



Admin **allows Cisco Call** app.

Admin can grant **Microsoft permissions**

Customer admin can **pre-install Cisco Call** App or allow users to install it themselves

Cisco Call App can be deployed to all or groups of users with MS Teams App Setup policy

End users can log in to the integration for the first time. **Webex permissions will be auto-accepted** in the back end.

Admin can also accept **Microsoft permissions** at this step if they have not been granted from Teams Admin Center

Configure Cisco Call for MS Teams

Authorization Scope

Microsoft Graph API Scope

The Calling integration will ask for the following **MSFT Teams permissions** during authorization

<https://learn.microsoft.com/en-us/graph/permissions-reference>

For your
reference

 Microsoft

cholland@example.com

Permissions requested
Review for your organization

 Webex Calling and Contact Center
Cisco

This app would like to:

- ✓ Maintain access to data you have given it access to
- ✓ Sign in and read user profile
- ✓ Read and write access to user profile
- ✓ Read all users' full profiles
- ✓ Read user contacts
- ✓ Read presence information of all users in your organization
- ✓ Read the members of channels
- ✓ Read names and members of user chat threads
- ✓ Read and write presence information for all users

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](#)

Most permissions have [delegated access](#), which require action from the user.

Permission	Purpose	Delegated?
offline_access	Allows the Integration Tab to generate a new access token without asking the user to re—authorize often	Yes
User.Read	Allows the Integration Tab to read the user's basic information such as the email address	Yes
User.ReadWrite	Allows the integration Tab to store speed dials in user profiles	Yes
User.Read.All	Allows the Integration Tab to search for users in the active directory to make calls	Yes
Contacts.Read	Allows the Integration Tab to search for the user’s outlook contacts to make calls	Yes
Presence.Read.All	Allows the integration Service to subscribe for presence status changes	Yes
Presence.ReadWrite.All	Allows the Integration Service to subscribe for presence status change notifications	Yes (June 2025)
ChannelMember.Read.All	Allows the Integration Message Extension to read members of a channel so that the user can search for a specific channel member to call	Yes
Chat.ReadBasic	Allows the integration Message Extension to read members of a group chat so that the user can search for a specific member to call	Yes

Revoking Microsoft Graph permissions

Revoking Microsoft Graph permissions is possible from [Microsoft Entra Admin Center](#)

This is **NOT** a recommended action as the associated features will stop working for the entire organization

Home > Cisco Systems Inc > Enterprise applications | All applications > Webex Calling and Contact Center

Webex Calling and Contact Center | Permissions

Enterprise Application

Overview
Deployment Plan
Diagnose and solve problems

Manage
Properties
Owners
Roles and administrators
Users and groups
Single sign-on
Provisioning
Self-service
Custom security attributes

Security
Conditional Access
Permissions
Token encryption

Activity
Sign-in logs
Usage & insights
Audit logs
Provisioning logs
Access reviews

Troubleshooting + Support

Review permissions Refresh Got feedback?

Permissions

Below is the list of permissions that have been granted for your organization. As an administrator, you can grant permissions to this app on behalf of all users (delegated permissions). You can also grant permissions directly to this app (app permissions).
[Learn more](#)

You can review, revoke, and restore permissions.
[Learn more](#)

Grant admin consent for Cisco Systems Inc

Admin consent User consent

Search permissions

API name	Claim value	Permission	Type	Granted through	Granted by	
Microsoft Graph (9)						
Microsoft Graph	Presence.ReadWrite.All	Read and write presence information fo...	Application	Admin consent	An administrator	...
Microsoft Graph	offline_access	Maintain access to data you have given ...	Delegated	Admin consent	An administrator	Revoke permission
Microsoft Graph	User.Read	Sign in and read user profile	Delegated	Admin consent	An administrator	...
Microsoft Graph	User.ReadWrite	Read and write access to user profile	Delegated	Admin consent	An administrator	...
Microsoft Graph	User.Read.All	Read all users' full profiles	Delegated	Admin consent	An administrator	...
Microsoft Graph	Contacts.Read	Read user contacts	Delegated	Admin consent	An administrator	...
Microsoft Graph	Presence.Read.All	Read presence information of all users i...	Delegated	Admin consent	An administrator	...
Microsoft Graph	ChannelMember.Read.All	Read the members of channels	Delegated	Admin consent	An administrator	...
Microsoft Graph	Chat.ReadBasic					...

Revoke permission

Microsoft Presence permissions changes

Presence permissions on Microsoft Graph API

Presence.Read.All

- Allows the integration Service to subscribe for presence status changes

Presence.ReadWrite.All

- Allows the Integration Service to subscribe for presence status change notifications

Delegation: Application vs User level

Application permissions don't need the user to approve the application

User level permission (delegated) requires action from the user:

- User must login to the integration

What's changing?

Permission Presence.ReadWrite.All is changing from App level to User level.

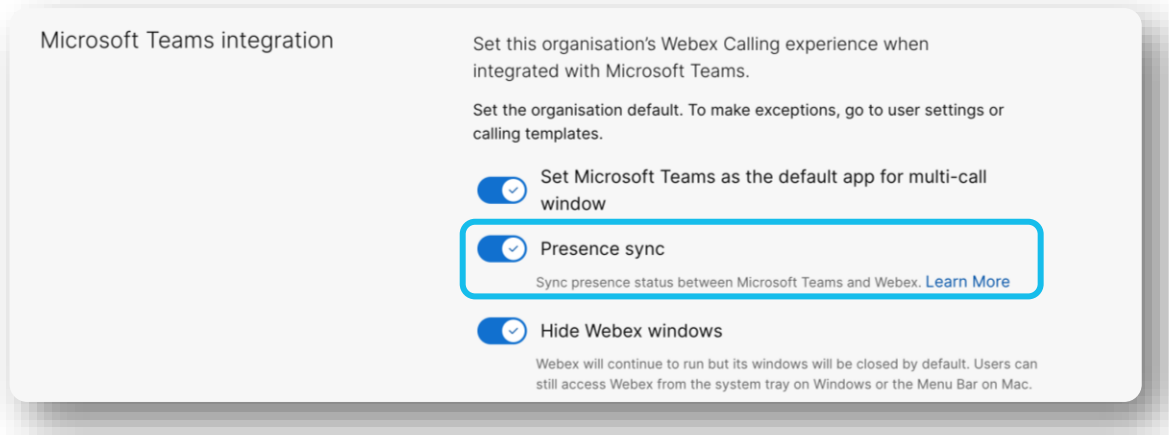
This means users can decide if they will share their presence by logging in to the integration

Permission	Delegation BEFORE	Delegation from June 2025
Presence.Read.All	User level	User level
Presence.ReadWrite.All	App level	User level

Presence Sync configuration

Admin tasks

Enable Presence Sync on Control Hub



Accept Microsoft related permissions*

- Read Presence information of all users in your organization
- Read and write Presence information for all users

*These Microsoft permissions are accepted when enabling the integration on MSFT Teams. They won't need to be accepted again after enabling Presence Sync on Control Hub

End user tasks

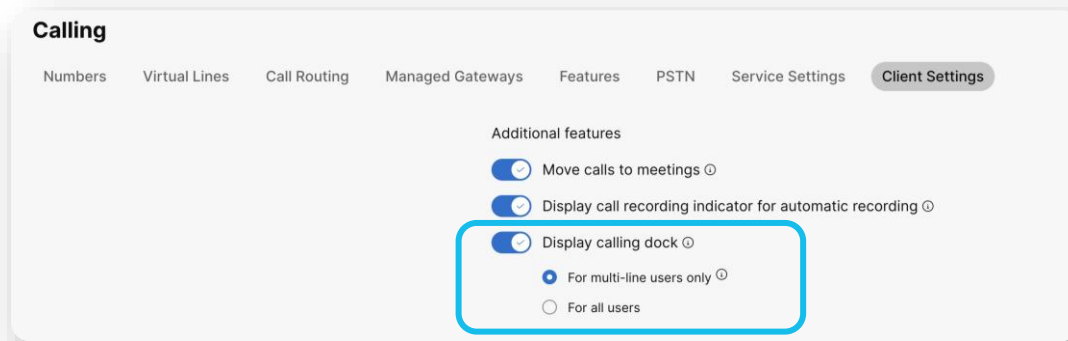
Sign in to the integration **at least once** after enabling presence sync → user accepts delegated permissions

Sign in to the integration **once every 90 days** of inactivity → length of the token

Calling dock configuration

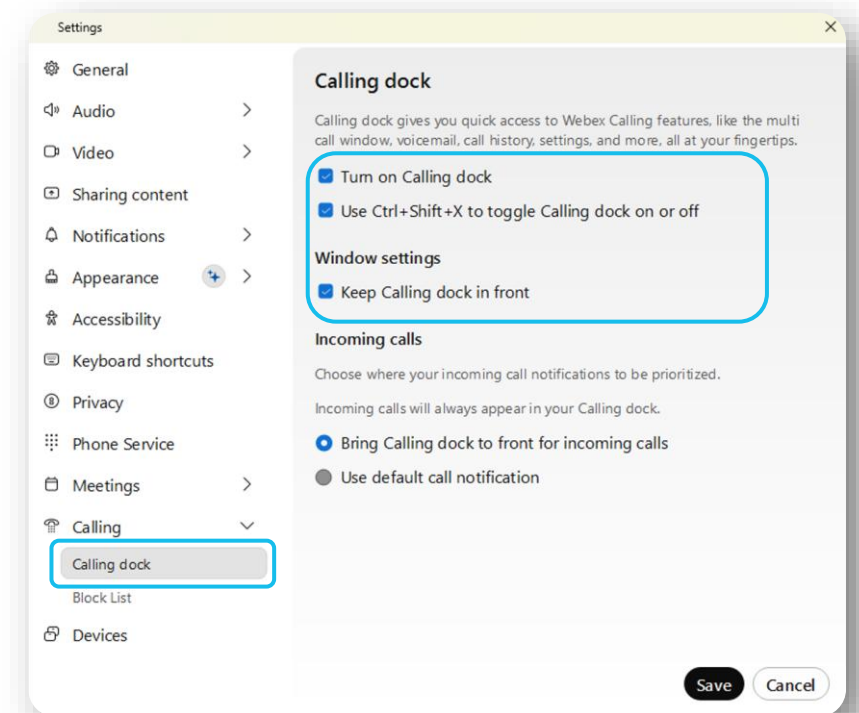
Admin

Admin can enable Calling Dock on Control Hub per users, groups or organization



End user

Users can decide whether to show it or not from the Webex App [Calling Settings](#)

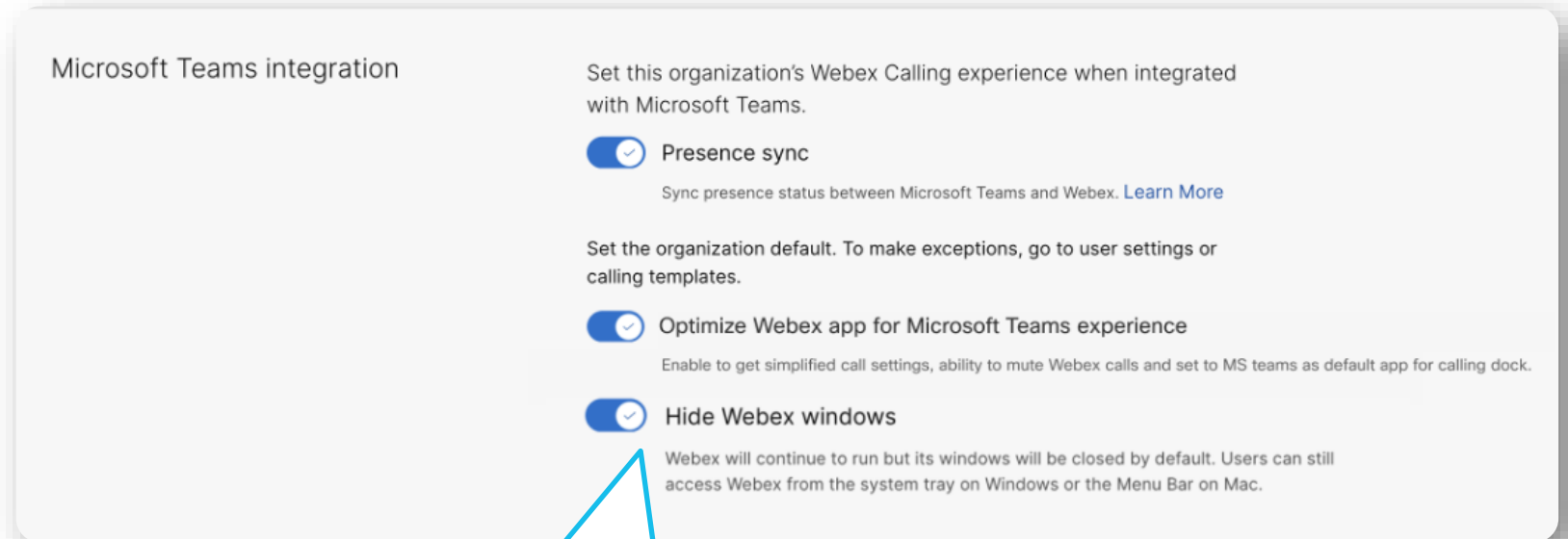


Hide Webex windows

Configure setting to hide Webex App in Webex Control Hub

This setting on Webex Control Hub enables:

- **Hiding** Webex App from task bar
- Webex App running in the **background**



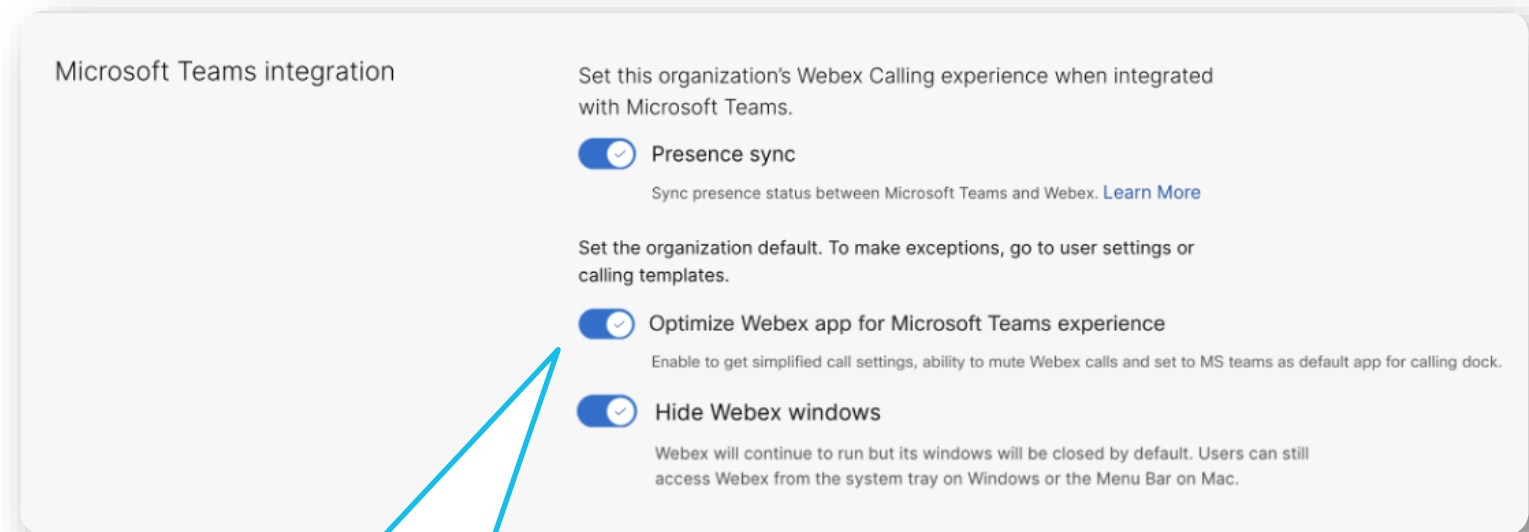
Hide Webex windows

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.

Optimize Webex App for Microsoft Teams experience

This setting on Webex Control Hub enables:

- Webex **branding** removal
- Linking **Calling Dock** to Microsoft Teams (shortcut to Call History, Voicemail and simplified settings)
- Ability to **mute** Webex calls when on **Teams** meetings*



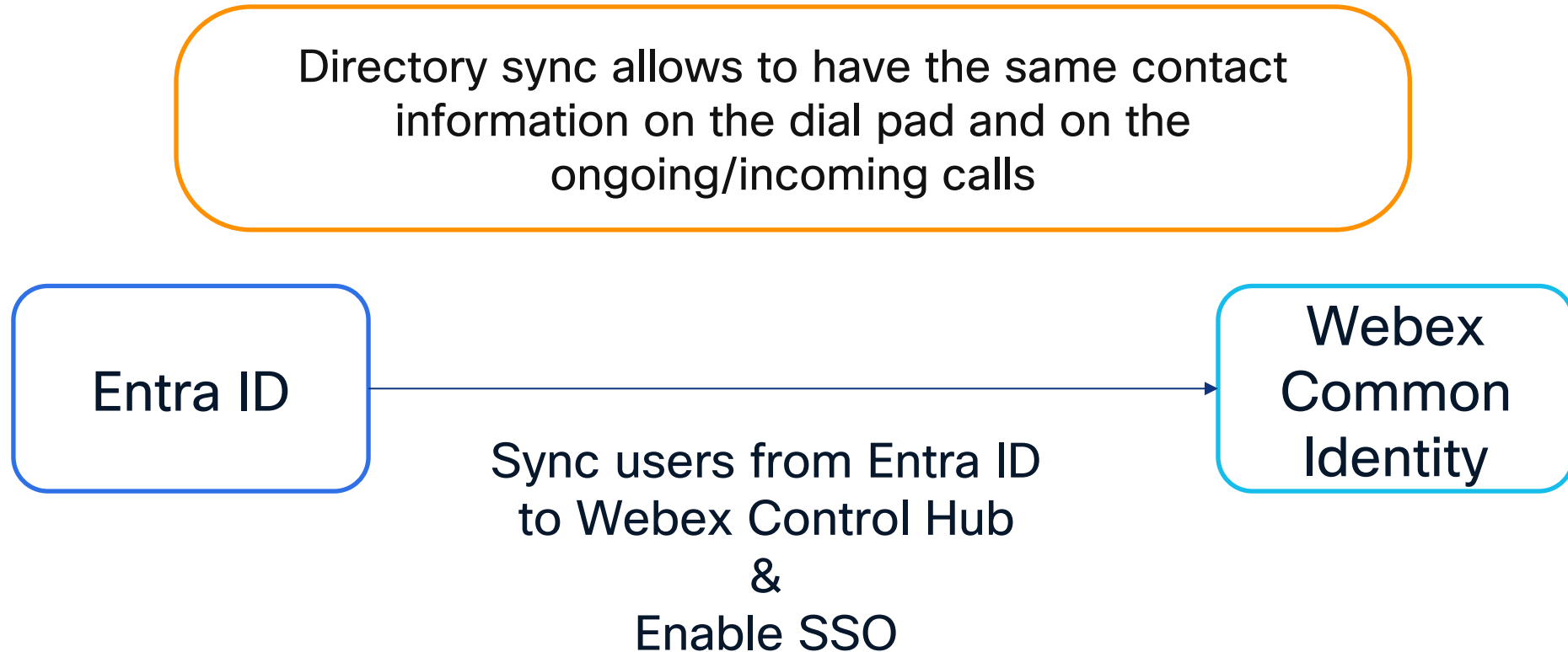
Optimize Webex app for Microsoft Teams experience

Enable to get simplified call settings, ability to mute Webex calls and set to MS teams as default app for calling dock.

*Requires user to enable “mute incoming calls” option on Call Settings

Directory sync

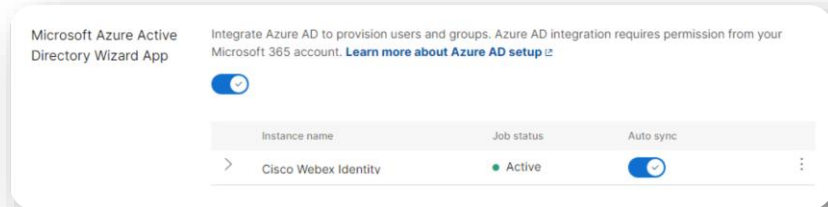
Syncing users from Entra ID to Webex Common Identity service



Directory sync best practices

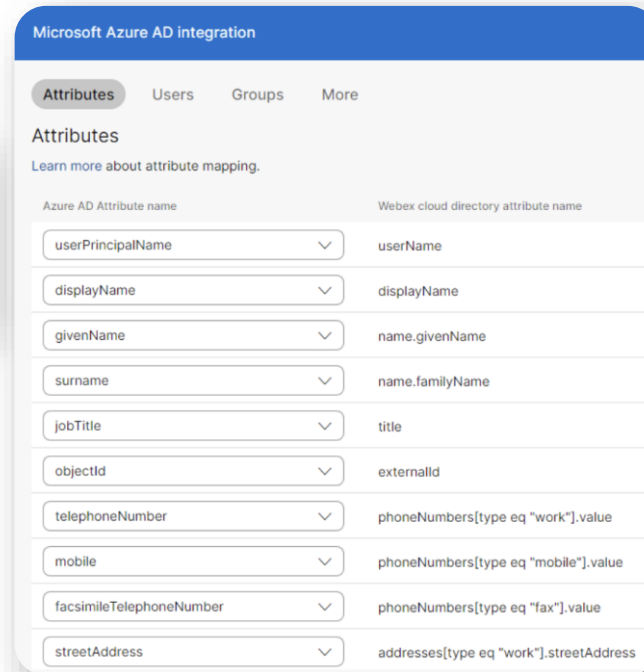
Entra ID and Webex Common Identity sync & SSO

1) Set up **Directory Synchronization** with Microsoft Entra ID (formerly Azure AD) Wizard App on Webex Control Hub.

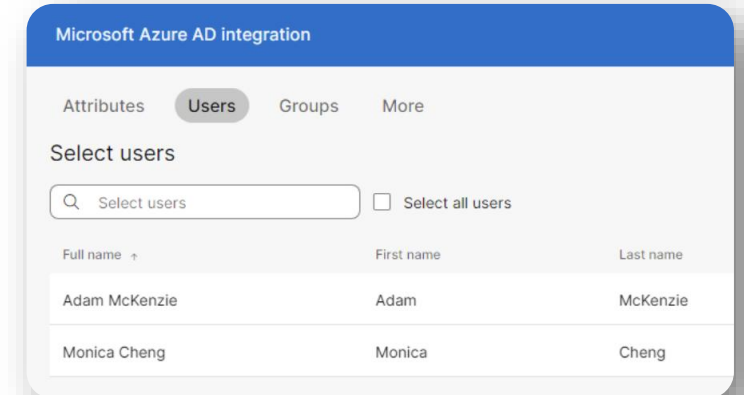


2) Select **Default Sync** for a default attribute mapping and user sync. Otherwise, customize those values (3 and 4)

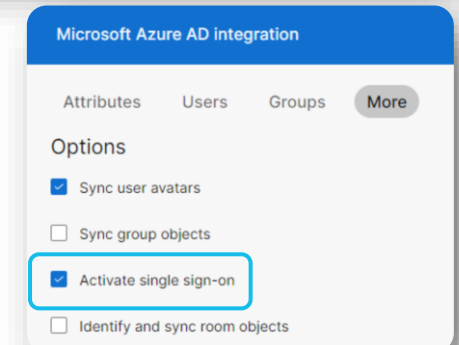
3) If no default sync, customize the **attributes to map** between Entra ID and Webex CI.



4) If no default sync, choose which **users** to bring from Entra ID to Webex CI (individual users or Entra ID groups)



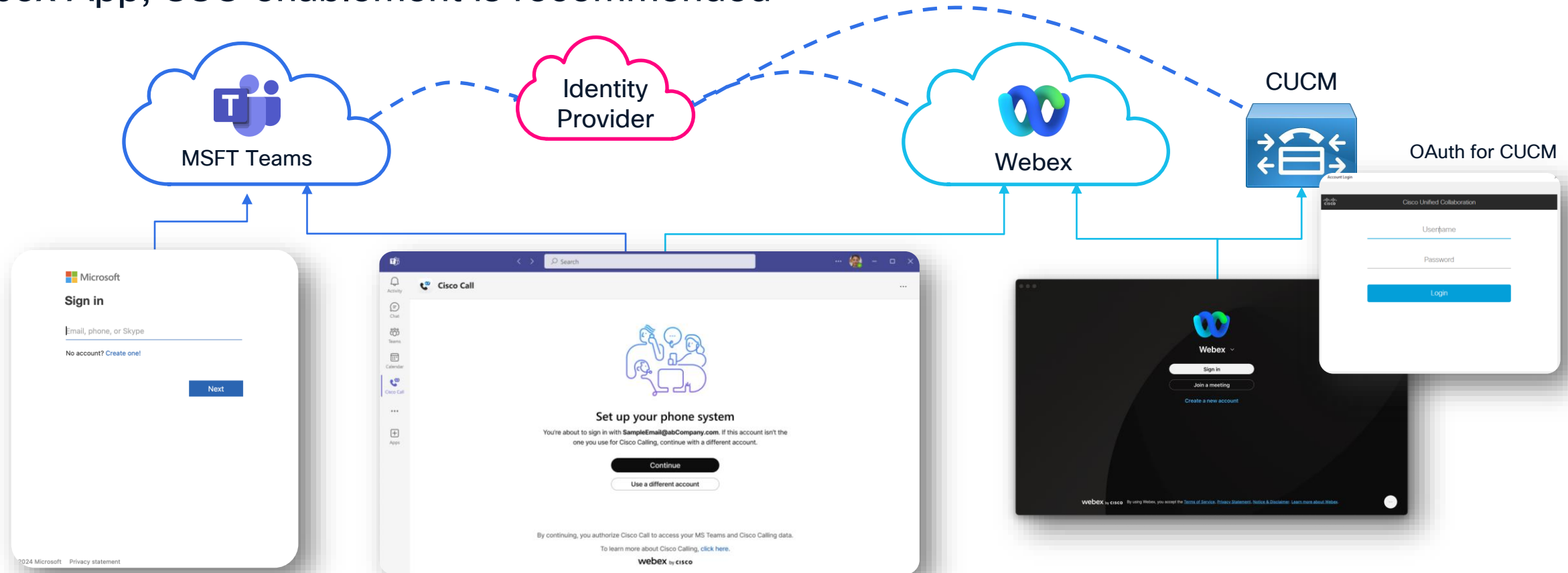
5) Enable **Single Sign-On**



Synchronize Azure Active Directory users into Control Hub

Single Sign on across Microsoft and Webex

As users need to sign in to Microsoft Teams, to the integration and to the Webex App, SSO enablement is recommended



MSFT Teams Sign In

Integration sign in to
Microsoft and Webex

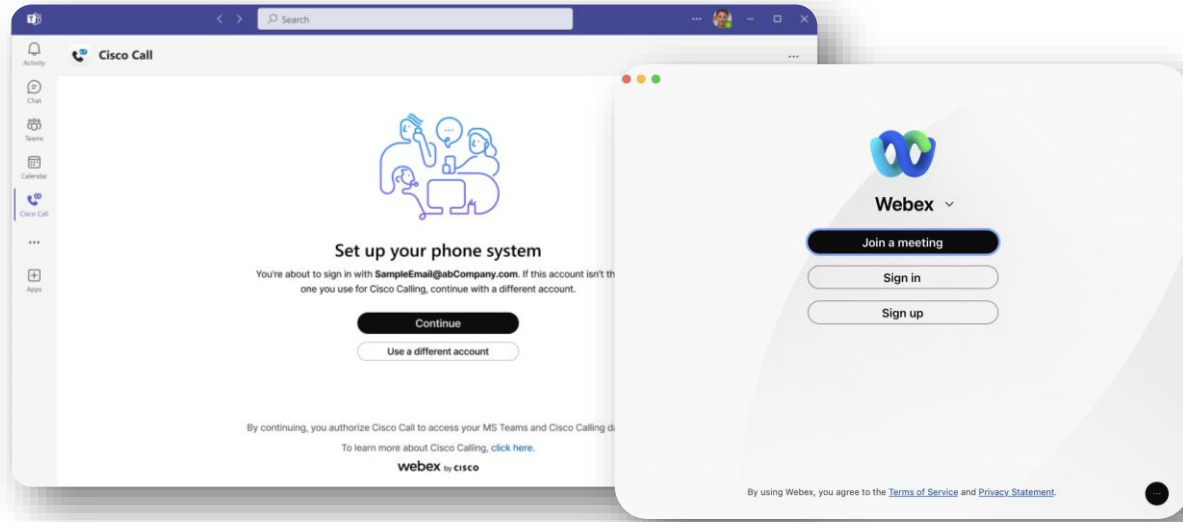
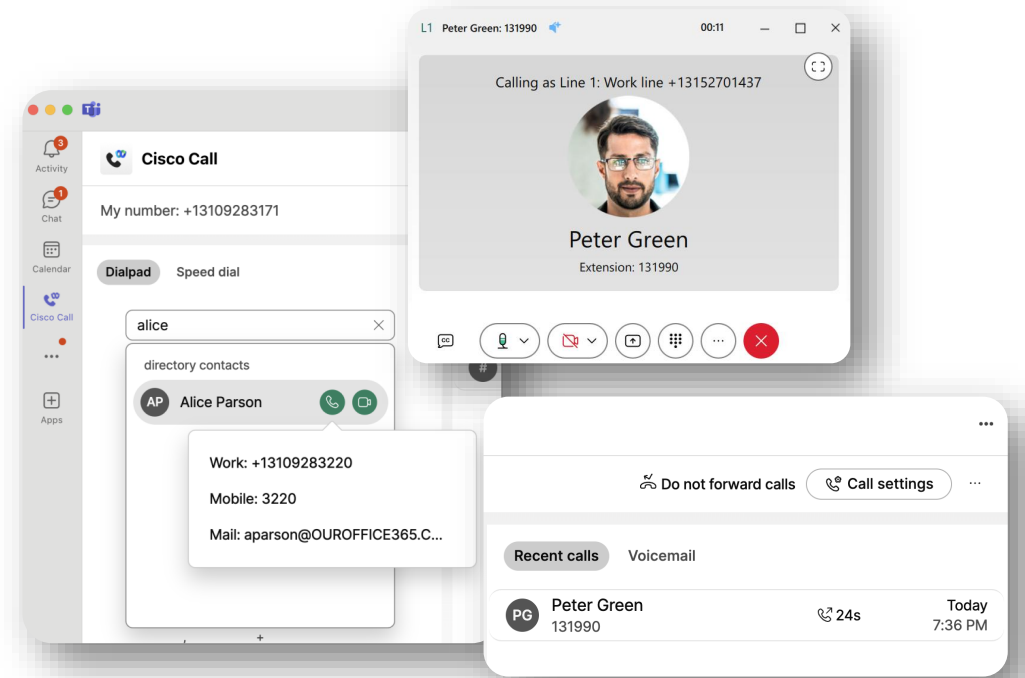
Webex App Sign In

(Webex Calling or UCM)

+ sign in to CUCM for on-prem deployments
(SSO or OAuth)

User tasks

Using Cisco Call for Microsoft Teams



First time or every 90 days of inactivity

- Sign in to the Calling integration
- Sign in to the Webex App
- Connect to phone services

Daily

- Search for users
- Make calls
- View Call history, voicemails...
- ...

Comparison matrixes and FAQ

Cisco Call for Microsoft Teams

The added value vs Teams-to-Teams Calling

	Cisco Call for Microsoft Teams	MSFT Teams-to-Teams Calling
Call internal users (VoIP)	✓	✓
Call external users (VoIP)	✓	✓

Cisco Call for Microsoft Teams

The added value vs Teams-to-Teams Calling

	Cisco Call for Microsoft Teams	MSFT Teams-to-Teams Calling
Call internal users (VoIP)	✓	✓
Call external users (VoIP)	✓	✓
Call to/from PSTN	✓	✗
Survivability	✓	✗
IP Phones	✓	✗
Multi line	✓	✗
Queues/Hunt Groups	✓	✗
Watchlist (Webex Calling)	✓	✗
Mid call controls	✓	Limited
Intelligent Call Routing	✓	✗
Smart Audio	✓	✗
AI codec	✓	✗

Cisco Call for Microsoft Teams – Feature matrix

		Webex Calling Multitenant	Webex Calling Dedicated Instance	Cisco Unified CM	Webex for BroadWorks
Calling features	Call user from dialpad	✓	✓	✓	✓
	Call user from chat	✓	✓	✓	✓
	Call user from Call History	✓	✓	✓ CCUC required	✓
	Call user from Voicemail	✓	✓	✓ CCUC required	✗ Roadmap
	Call Forwarding status	✓	✗	✗	✓
Presence Sync	Bidirectional Presence Sync	✓	✓	✓ CCUC required	✓
	Ability to mute Webex calls when on a MS Teams Call or Meeting	✓	✓	✓ CCUC required	✗
	Presence sync in multi-line	✗	✓	✓	✗
Call History	‘Call History’ tab	✓	✓	✓ CCUC required	✓
	See multiline in Call History	✗ Roadmap	✓	✓ CCUC required	✗
Voicemail	‘Voicemail’ tab	✓	✓	✓ CCUC required	✗ Roadmap
	Call Voicemail number	✓	✓	✓ CCUC required	✗
	Voicemail transcriptions	✓	✗	✗	✗
Access to other apps	Access to Attendant Console	✓ *	✗	✗	✗
	Access to Customer Assist	✓ *	✗	✗	✗
Calling Dock	Multi-line	✓	✓	✓	✓
	Call Queues/Hunt Groups management	✓ Call Queues	✓ Hunt Groups	✓ Hunt Groups	✓
	Watchlist	✓	✗	✗	✓
	Pair to a desk phone	✓	✓	✓	✓
	Pair to video device	✓	✓	✓	✓
Notifications	Notifications badge and Activity tab/bot	✓	✓	✓ CCUC required	✓



All integrations Comparison Matrix

	Microsoft SIP Gateway
Calling platform	MS Teams Phone
Cisco licensing	None
Microsoft licensing	Teams + Calling or Teams + E5 (if Teams not included)
Who is this solution intended for?	Customers who want/have MS Teams Phone and Cisco phones
Challenges	Associated costs to convert Cisco Phones to MPP

All integrations Comparison Matrix

	Microsoft SIP Gateway	MS Direct Routing with CUBE	Interworking between UCM/Webex Calling and MS Teams Phone	Cisco Call for MS Teams
Calling platform	MS Teams Phone	MS Teams Phone	Cisco UCM/Webex Calling + MS Teams Phone	Webex Calling, CUCM
Cisco licensing	None	CUBE	Calling licenses + CUBE	Calling licenses
Microsoft licensing	Teams + Calling or Teams + E5 (if Teams not included)	Teams + Calling or Teams + E5 (if Teams not included)	Teams + Calling or Teams + E5 (if Teams not included)	Min E1 or Teams licensing
Who is this solution intended for?	Customers who want/have MS Teams Phone and Cisco phones	Customers who want/have MS Teams Phone and need an SBC for PSTN access	Customers who want/have both Cisco UCM/Webex Calling and MS Teams Phone	Customers who want/have Cisco Calling while using MS Teams for messaging
Challenges	Associated costs to convert Cisco Phones to MPP	No access to Cisco Calling platform advantages	Limitations apply, more complex deployment and higher cost	User will have two apps installed, although they will only see MS Teams

Cisco Video Interoperability with Microsoft Teams

Giving our customers additional flexibility and choice



Cisco Rooms experience



OR



Teams experience



Same device, powered by Cisco RoomOS



Full Featured



Enhanced



Guest



Full Featured

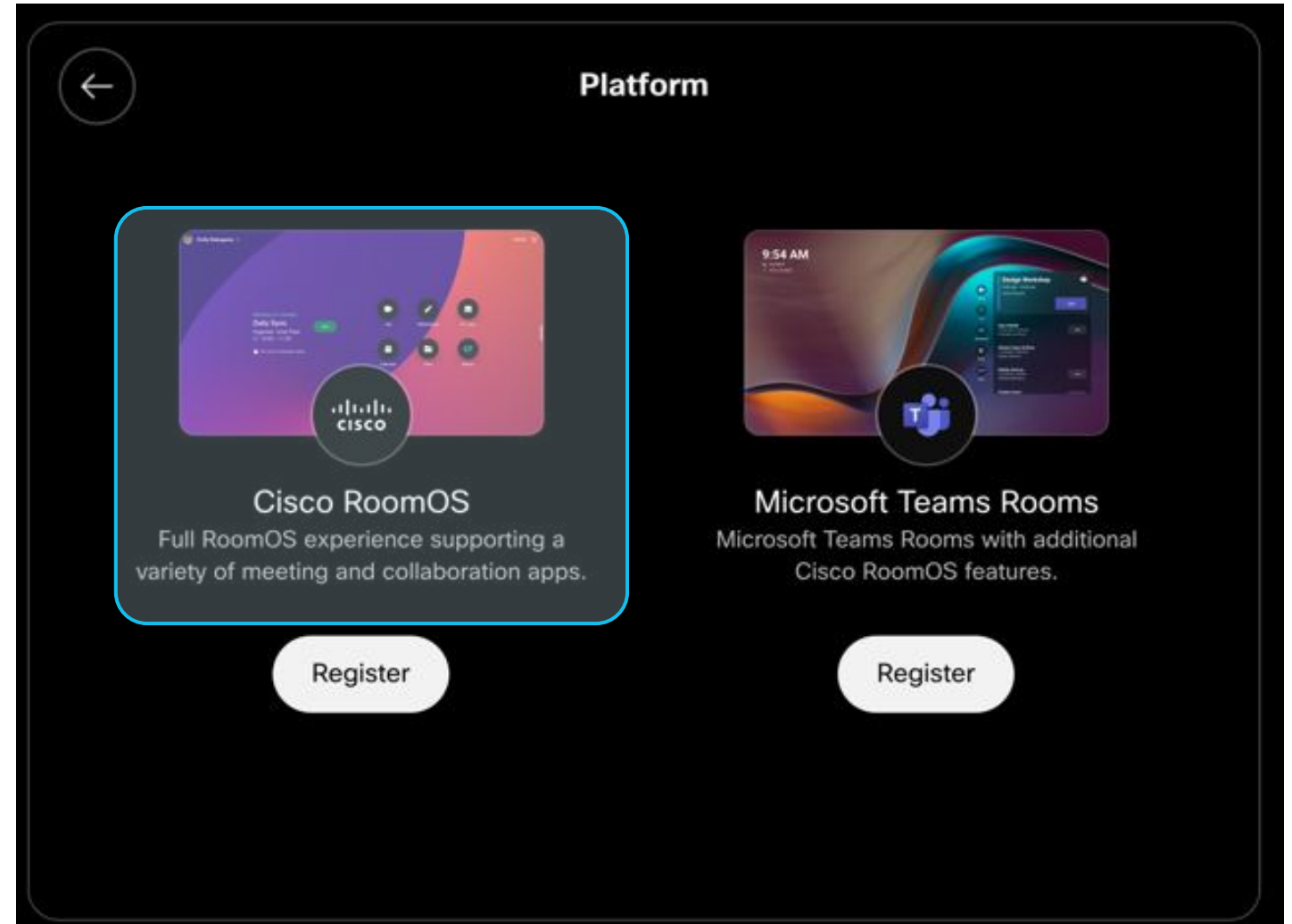


Enhanced

Choose your experience

Available with RoomOS 11 through:

- Initial setup for new devices
- Factory reset for devices in use



Cisco video devices and the Cisco Rooms experience

Giving our customers additional flexibility and choice



OR



Same device, powered by Cisco RoomOS



Full Featured



Enhanced



Guest

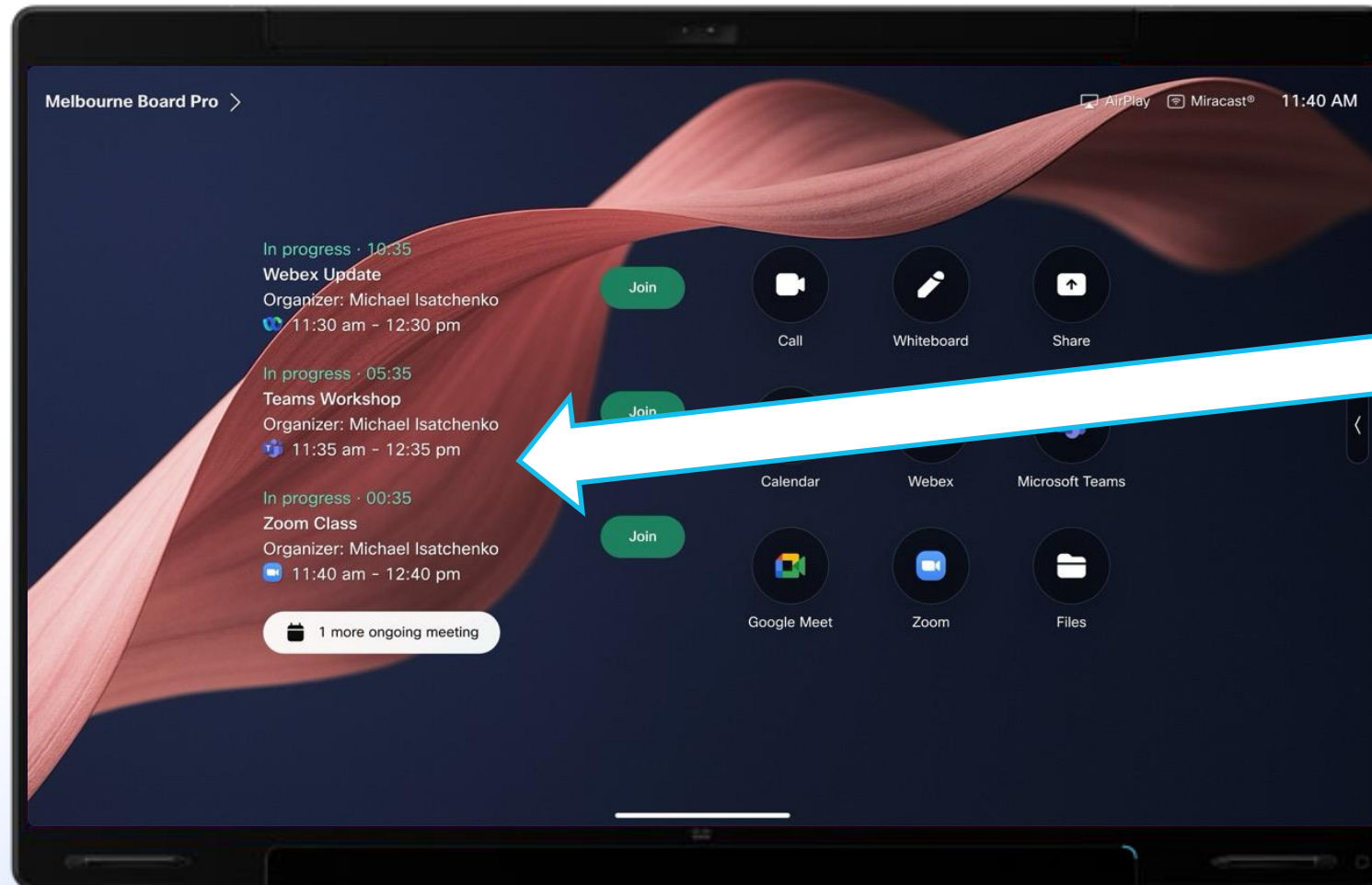
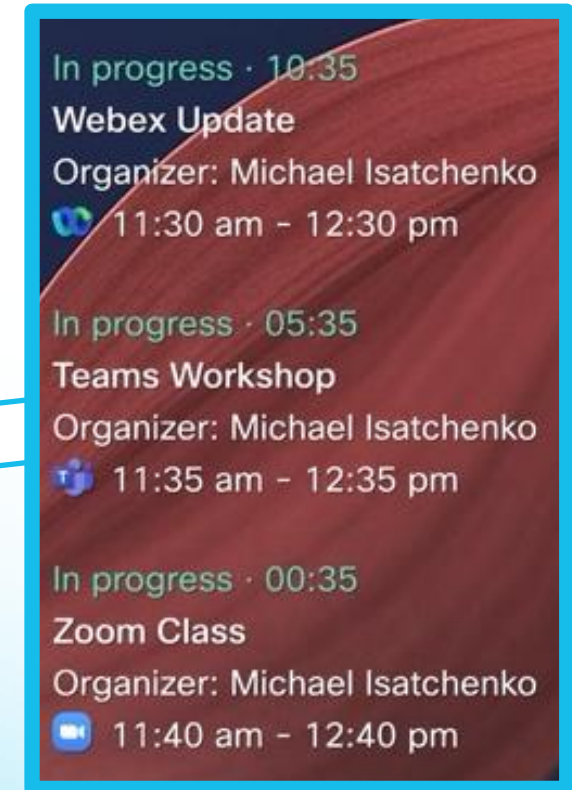


Full Featured



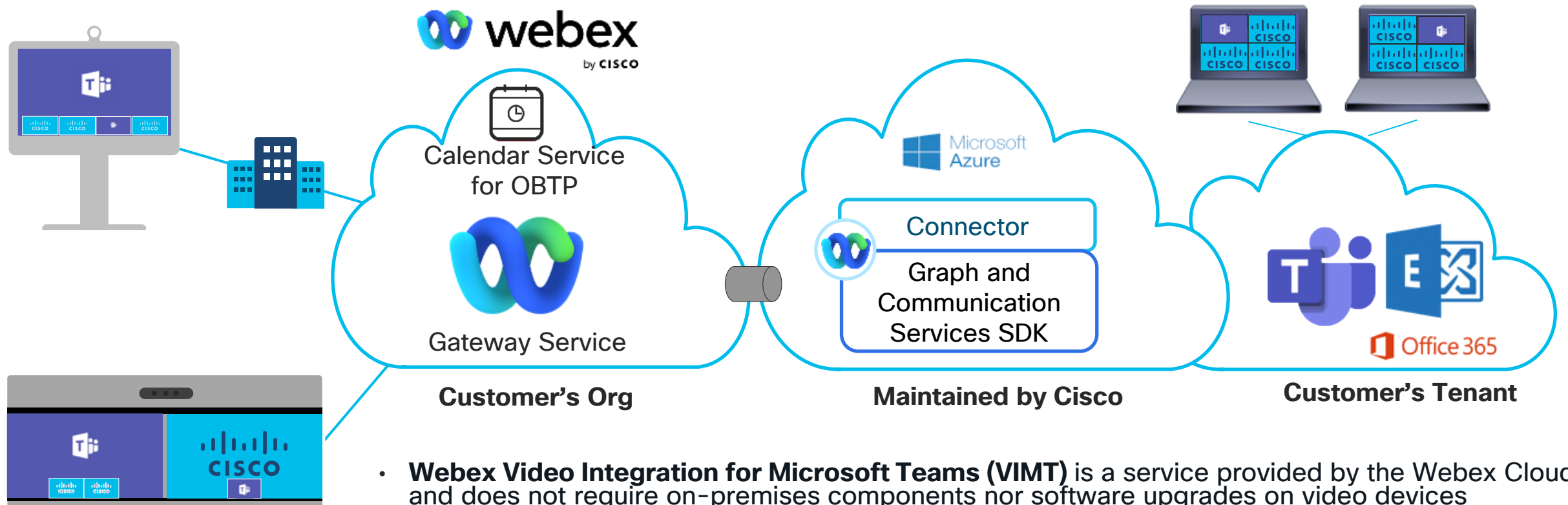
Enhanced

Open Platform Strategy



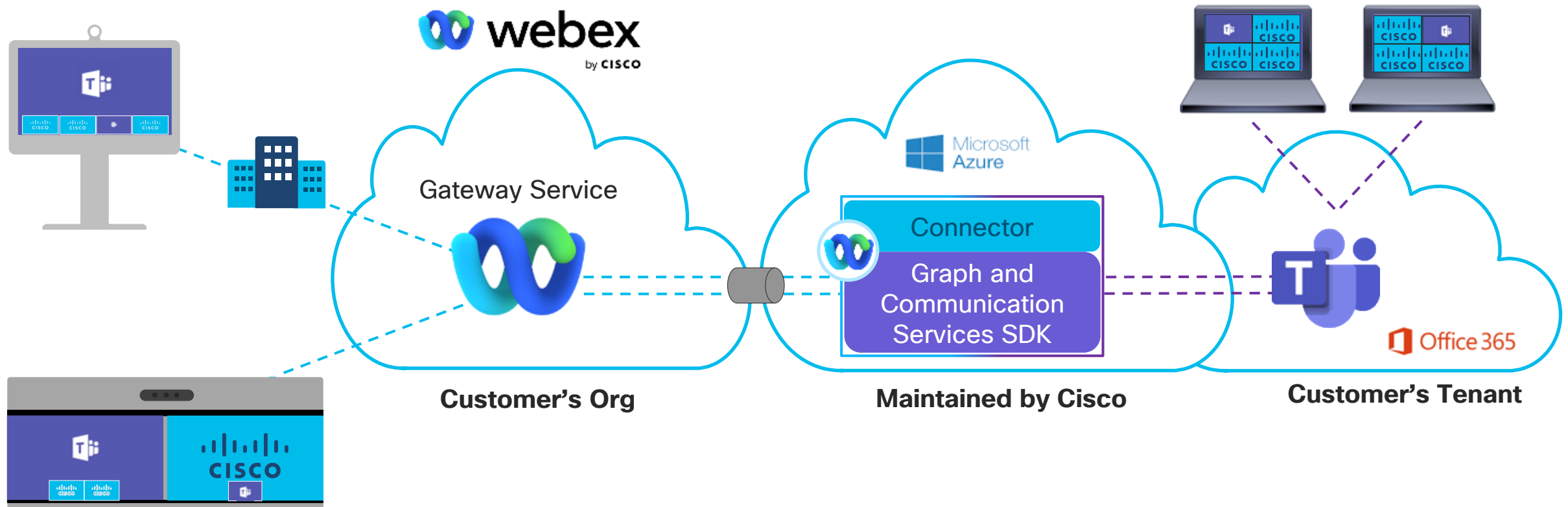
VIMT Architecture

Video Integration for Microsoft Teams (VIMT) Gateway



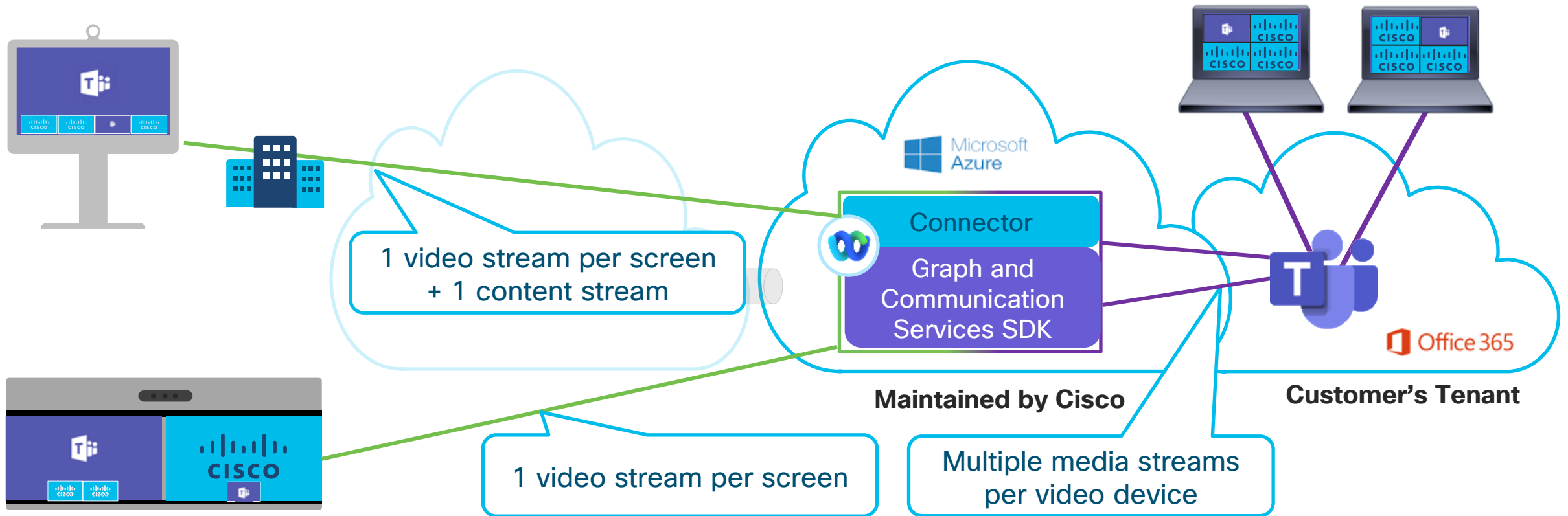
- **Webex Video Integration for Microsoft Teams (VIMT)** is a service provided by the Webex Cloud and does not require on-premises components nor software upgrades on video devices
- **Webex video infrastructure and Microsoft SDK** are **hosted in Azure and maintained by Cisco** on behalf of customers
- Available to **On-prem** Registered, **Cloud** Registered/Aware Webex Rooms, and 3rd party SIP endpoints

Video Integration for Microsoft Teams Gateway – Signaling Path



- On-prem video devices must be able to call the Webex domain for VIMT over SIP
 - Interworking to H.323 can be provided by local on-prem infra (i.e. VCS/Expressway)
- Example: Endpoint<->CUCM<->Expressway-C<->Expressway-E<-internet->Webex Cloud

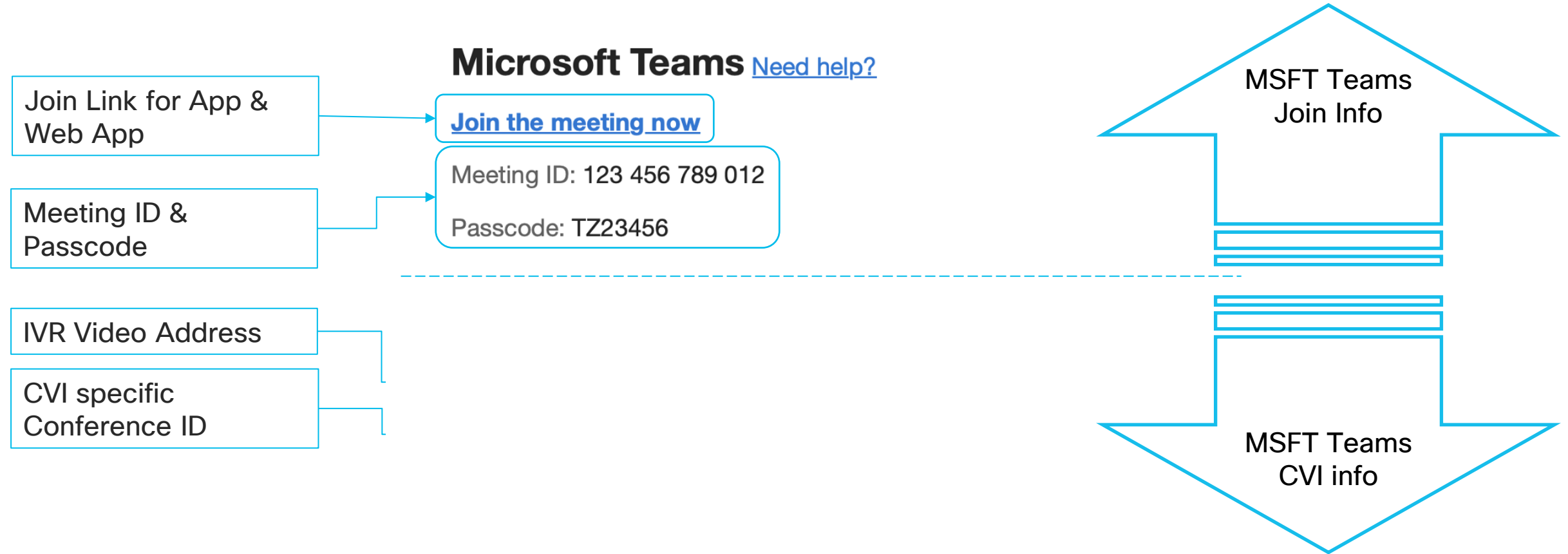
Video Integration for Microsoft Teams Gateway - Media Path



- Media of Webex cloud registered video devices flows directly to the Azure DC maintained by Cisco
- Media of on-premises-registered video devices flows to the Azure cloud maintained by Cisco via the local SIP infrastructure:
Example: Endpoint<->Expressway-C<->Expressway-E<-**Internet**->Cisco-maintained Azure Tenant
- No Video Mesh support

Video Integration with Microsoft Teams (VIMT) -CVI Gateway

Example Teams Invite Generated by Microsoft



Microsoft Teams Live Events retirement

Teams Live Events retiring September 30, 2024

Article • 01/22/2024 • 1 contributor

Please go [here](#) to search for your product's lifecycle.

Teams Live Events will retire on September 30, 2024. After this date it will no longer be supported for commercial customers, and access will be discontinued. Customers will not be able to schedule, start, or join any events on Teams Live Events after this date. Existing recordings will be available to access until December 31, 2024. If customers want to retain any recordings from prior events, they will need to download the recordings and upload them to a different location before December 31, 2024. Between now and September 2024, customers can continue to use Teams Live Events with no change in their existing experience.

We recommend current users begin using Town halls, which is replacing Teams Live Events and is available now for use. Any users who will need access to their previous Teams Live Events recordings are encouraged to download their recording files before Teams Live Events' retirement date.

For more information about using Teams Town halls, see [Plan for Teams Town halls](#).

Learn / Microsoft Lifecycle Policy /

Updated: Teams Live Events no longer retiring September 30, 2024

Article • 06/17/2024 • 1 contributor

Please go [here](#) to search for your product's lifecycle.

UPDATE: Teams Live Events will no longer be deprecated on September 30, 2024, as previously announced. While we still recommend that customers upgrade to Teams town hall when ready to take advantage of new features and experiences, Live Events users can now schedule events beyond September 2024. For more information, please read our recent [blog post](#).

The original article stated:

Teams Live Events will retire on September 30, 2024. After this date it will no longer be supported for commercial customers, and access will be discontinued. Customers will not be able to schedule, start, or join any events on Teams Live Events after this date. Existing recordings will be available to access until December 31, 2024. If customers want to retain any recordings from prior events, they will need to download the recordings and upload them to a different location before December 31, 2024. Between now and September 2024, customers can continue to use Teams Live Events with no change in their existing experience.

We recommend current users begin using Town halls, which is replacing Teams Live Events and is available now for use. Any users who will need access to their previous Teams Live Events recordings are encouraged to download their recording files before Teams Live Events' retirement date.

For more information about using Teams Town halls, see [Plan for Teams Town halls](#).

Teams Live Events will be replaced by Teams Town halls. Microsoft CVI doesn't support Town halls yet.

This is on Microsoft Roadmap for CY25

<https://learn.microsoft.com/en-us/lifecycle/announcements/teams-live-events-retiring-09-30-2024>

VIMT – Join Teams Town Hall or Webinar as presenter

Feature	Meetings	Webinars	Town halls
Lobby	✓	✓	✗
Attendee mic and camera	✓	✓	✗
End-to-end encryption	Premium	✗	✗
Watermarks	Premium	Premium	✗
Theme	Premium	✓	✓
Registration	✗	✓	✗
Breakout rooms	✓	✗ ¹	✗
Content sharing and interaction	✓	✓	Q&A only - Teams Premium town halls allow chat for attendees and reactions.
Interactive participants	1,000 (Enterprise plans) 300 (Business plans) 900 (View-only mode)	1,000	Town halls: 10,000 Teams Premium town halls: 50,000
View-only participants	10,000 ² (Enterprise plans only)	✗	✗
Maximum total participants	10,900 ² (Enterprise plans only)	1,000	Town halls: 10,000 Teams Premium town halls: 50,000

Town Hall for Teams is replacing live events. Devices joining Town Hall events as a presenter including sharing content, same features as live events today.

Devices have to be trusted, registered to same Webex Org as VIMT or if SIP have SAN statement in TLS certificate.

Device on joining is in limited lobby with no audio or video till admitted by host/producer via Teams client.

You can't join Town Hall via VIMT as a participant.

VIMT support for Webinars also planned, date TBD

VIMT

Latest Updates

Webex VIMT (CVI) Features – Overview

Supported video devices

Cisco video devices
(Cloud; On-prem; Edge/Hybrid)
SIP standards based
(H.323 via on-prem interworking)

Features available to any device

Up to 1080p for main video

Family of layouts for video devices + [Admin default layout setting](#)

Layout control via DTMF (2 or 8)

2-way content sharing

Server-side Mute/Unmute via DTMF (*6)

On Screen Notifications

Configurable lobby management policy
(guest access / lobby bypass)

Presenter with Microsoft Town Hall

Prioritize video participants (#5)

Speaker highlighting, and watermarking support

Cross-tenant join any external Teams meeting

Spotlight support

PowerPoint Live! Support

Unique features for Cisco Devices (*)

OBTP Join (One Button To Push)

Multi-screen support

Integrated Participants List

Active Layout Control (via Navigator)

Server/Local Mute status sync

Webex Assistant

Frames

Unidirectional Whiteboarding from Cisco Board and DeskPro

Wireless Sharing (Webex, Miracast, Airplay)

Call Troubleshooting in Control Hub and [ThousandEyes](#)

RoomOS MS Teams button

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

Joining Microsoft Teams meetings

Dual screen devices



Prominent - Default



Focus



Large Gallery



With content being shared any of the 6 single screen layouts can be selected

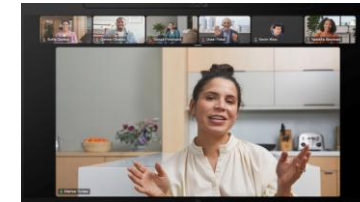
Single Screen Devices



Grid



Focus



Stack



Prominent



Overlay (default)



Large Gallery

- Maximum number of participants seen is up to 9 **except for Large Gallery**
- Hide non-video participants #5 on any device

VIMT – Set Default Layout per Tenant in Control Hub

SUBJECT TO CHANGE

The screenshot displays the 'Default Options' section of the VIMT Control Hub. It features two dropdown menus for setting default video layouts. The first dropdown, labeled 'Default video layout for 1-screen video devices', is currently set to 'Overlay'. The second dropdown, labeled 'Default video layout for dual devices', is currently set to 'Prominent'. A dropdown menu is open for the second option, showing three choices: 'Grid (default)', 'Focus', and 'Prominent'.

Default Options

Default video layout for 1-screen video devices

Overlay

Default video layout for dual devices

Prominent

Grid (default)

Focus

Prominent

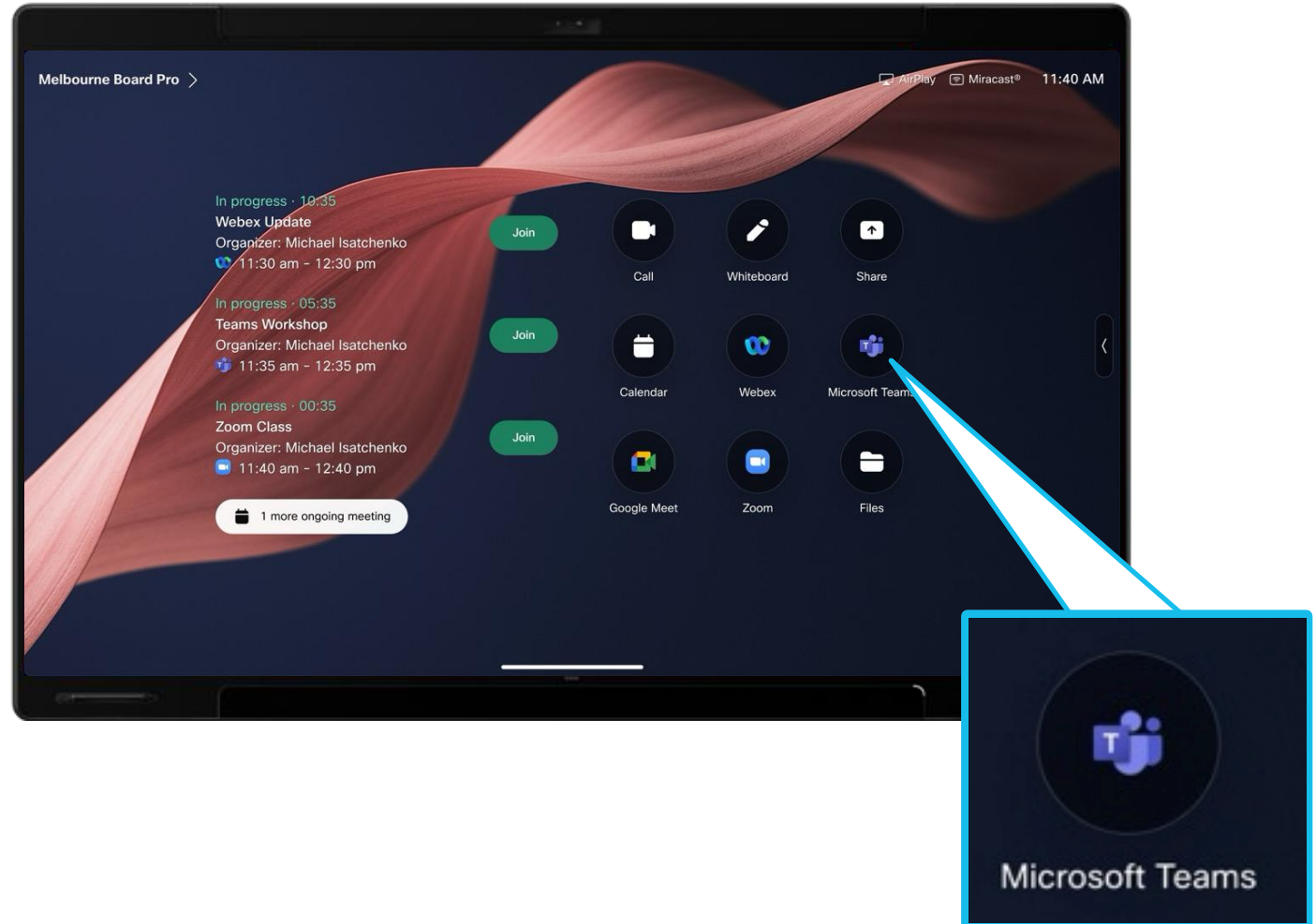
Administrators can now set the **default layout** for both **single-screen** and **dual-screen** Cisco devices when joining Microsoft Teams meetings.

The default layout will not include **Large Gallery view**, as this layout is not always available – it requires a **minimum number of participants** to be activated by Microsoft Teams.

For new VIMT customers, **grid view** will be the standard default.
Existing customers will **retain their current layout settings** unless manually changed.

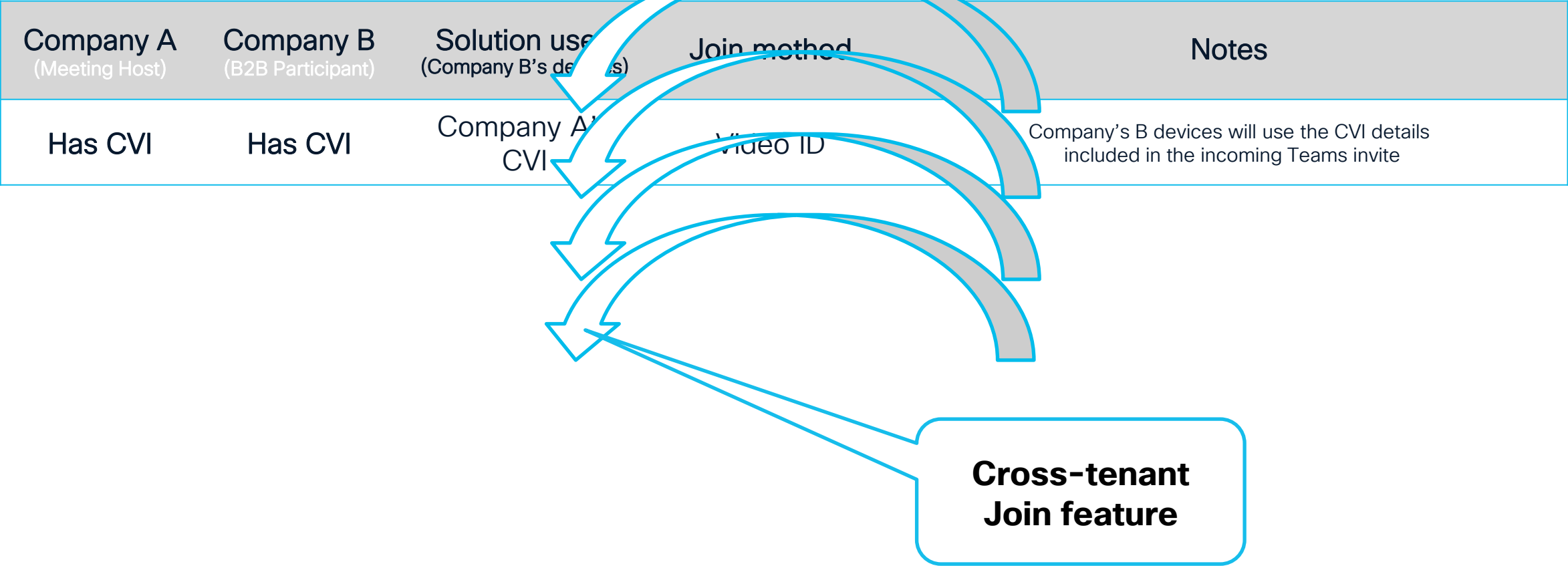
Microsoft Teams button to join CVI (including Cross-Tenant Join) and WebRTC Meetings

- A **combined button** is now available to choose between the **VIMT (CVI)** and **WebRTC** join experiences.
- Available for both **Cisco CVI (VIMT)** and **Pexip CVI**, in addition to WebRTC
- Users can select how to join a Teams meeting directly from the device UI
- Cross-Tenant Join is also supported through this selection interface



CVI (and Cross-tenant Join) vs WebRTC

Summary of joining solutions



Cross Tenant Join (aka SIP Guest Join)

The **Cross-Tenant Join** feature is now available on **RoomOS** as of **September 2024**, and on version **11.21** for on-prem/SIP devices.

- **Feature description:**
VIMT customers can forward meeting invites from other tenants/companies to their Cisco device room calendars. This enables OBTP (One Button To Push) to join the meeting using the **VIMT user experience**, instead of using **Direct Guest Join** (WebRTC).
- RoomOS Teams button is also available for ad-hoc Cross Tenant Join or users can join via Video ID for VIMT.
- Devices must be trusted (i.e., cloud-registered, Edge-registered, or SIP with TLS certificate containing SAN=verified domain defined in Control Hub).
- Cross-Tenant Join only works with **Teams meetings hosted in Azure Worldwide Commercial** (Not supported for US Gov GCC Moderate or High tenants)
- If a **Teams Administrator** or meeting organizer disables **anonymous access** (**Anonymous users can join a meeting** = Off) to their meetings, Cross-Tenant Join will fail, as guest access is restricted.
- Customers can still use **Cross-Tenant Join** for their own **VIMT-enabled meetings**, but lobby bypass is not available and guest restrictions still apply.
 For this reason, we recommend using **VIMT Video ID** when joining your own meetings.
- Cross-Tenant Join is supported only on **RoomOS 11.20 or higher** devices

Cross-Tenant Join for SIP Devices

A new **RoomOS version 11.20.2.3** (October 2024) introduces support for **Cross-Tenant Join** for **on-premises SIP-registered devices**, including those connected via **Edge** with JoinProtocol=SIP.

Requirements

To enable Cross-Tenant Join:

- SIP devices **must be trusted by VIMT**
- This means having a **TLS certificate** with a **SAN matching a verified domain in Control Hub**

 Enabling Cross-Tenant Join without meeting this requirement will result in failed calls.

Default Behavior

To avoid breaking **WebRTC Direct Guest Join (DGJ)** on **untrusted** VIMT customer devices:

- Cross-Tenant Join is **disabled by default** for SIP RoomOS devices
- It must be **enabled per device** using: **xConfiguration MicrosoftTeams Cvi CrossTenant: Enabled.**

Default = Auto

- Auto=Enabled for Cloud registered devices.
- Auto=Disabled for on-premises registered devices.

SIP RoomOS devices also need to set VIMT per customer TenantKey (left side of @m.webex.com):

- **xConfiguration UserInterface MeetingJoin CVITenants:<example>**

To check configuration use

- **xStatus MicrosoftTeams Cvi CrossTenant:**

Note: Older SX, MX, DX devices running CE version 9.15x, as End-of-Life, will not support these xAPIs
(Cross-tenant join SIP on those systems can only be enabled manually or via macro)

VIMT – PowerPoint Live Content to Video Devices

SUBJECT TO CHANGE

Microsoft Teams allows users to share **PowerPoint content** in multiple ways.

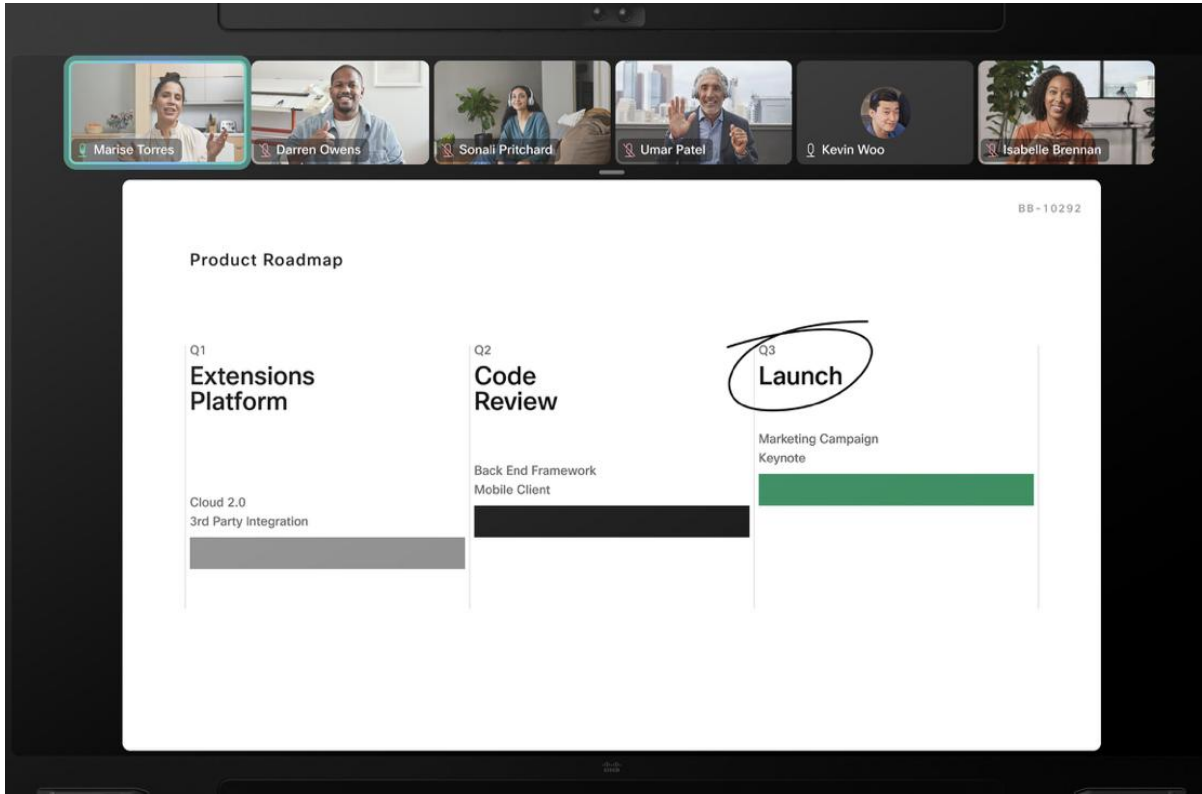
Previously, PowerPoint Live would only trigger a notification on Cisco devices.

With this new feature, **PowerPoint Live snapshots are now sent directly to video devices.**

Limitations apply, such as: no animations, no embedded videos, and occasional delays of a few seconds when changing slides. The presenter can switch to traditional application or screen sharing as a workaround.

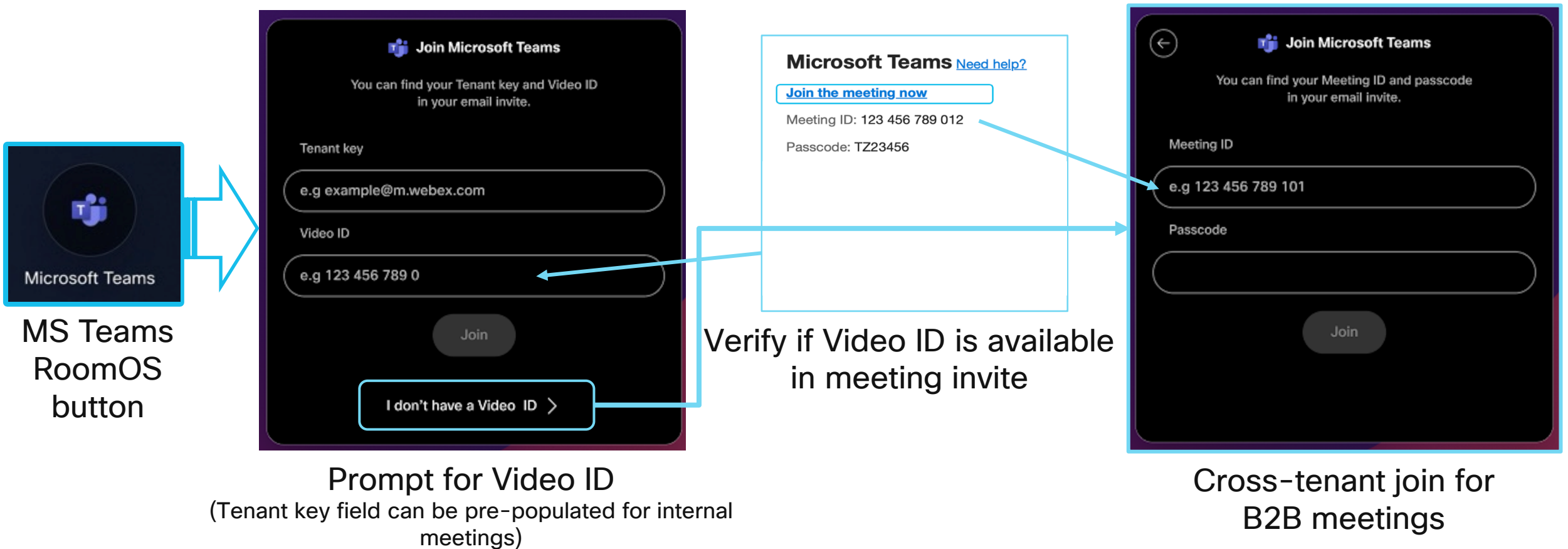
This applies to **PowerPoint only** – other Office apps (e.g., Excel Live) are not supported.

This is a **VIMT cloud-based feature**, not a RoomOS feature.



Teams button update for joining Teams meetings

For VIMT customers, a new join flow replaces the dual-tab interface with a simpler experience



Non-VIMT customers can limit the experience to **WebRTC Direct Guest Join only** (right-side tab)

MS Teams RoomOS button – Best practices

Regular CVI vs Cross-Tenant Join (CTJ)

- While all Microsoft Teams meetings include a **Meeting ID and passcode**, only some contain **CVI dialing coordinates**, depending on whether the host's company has a CVI gateway.
- Some companies provide specific instructions to internal users on how to join Teams meetings.
- With the introduction of CTJ, users might be tempted to rely solely on Meeting ID and Passcode, ignoring available CVI details – **this approach is not recommended**.
- **“Regular CVI” is generally preferred** over CTJ for both internal and external meetings, due to key advantages:
 1. **Lobby bypass** is unavailable with CTJ, requiring the use of a Microsoft Teams client
 2. **CTJ requires typing** long, case-sensitive, alphanumeric passcodes
 3. **Meeting policies** may restrict who can present during the call

Feature Differences with Cross-Tenant Join

For your reference

Feature	VIMT / CVI Join	Cross-Tenant Join (CTJ)
Meeting origin	Created by user in Teams tenant enabled with VIMT	Any Teams meeting hosted in Microsoft Commercial
Join method	Video ID	Meeting ID
Passcode	✗ Not required	✓ Required (case-sensitive)
Lobby bypass	✓ Available	✗ Not available
Who can dial in	Anyone (employees and guests)	Only trusted devices (Webex registered, Edge or SIP w/ TLS cert)
Join role	Attendee or Presenter	Guest / Attendee only
Live Events	✓ Supported	✗ Not supported

Device Troubleshooting for VIMT



By device name

Search by device name only. Search by meeting ID not available for Microsoft Teams meetings



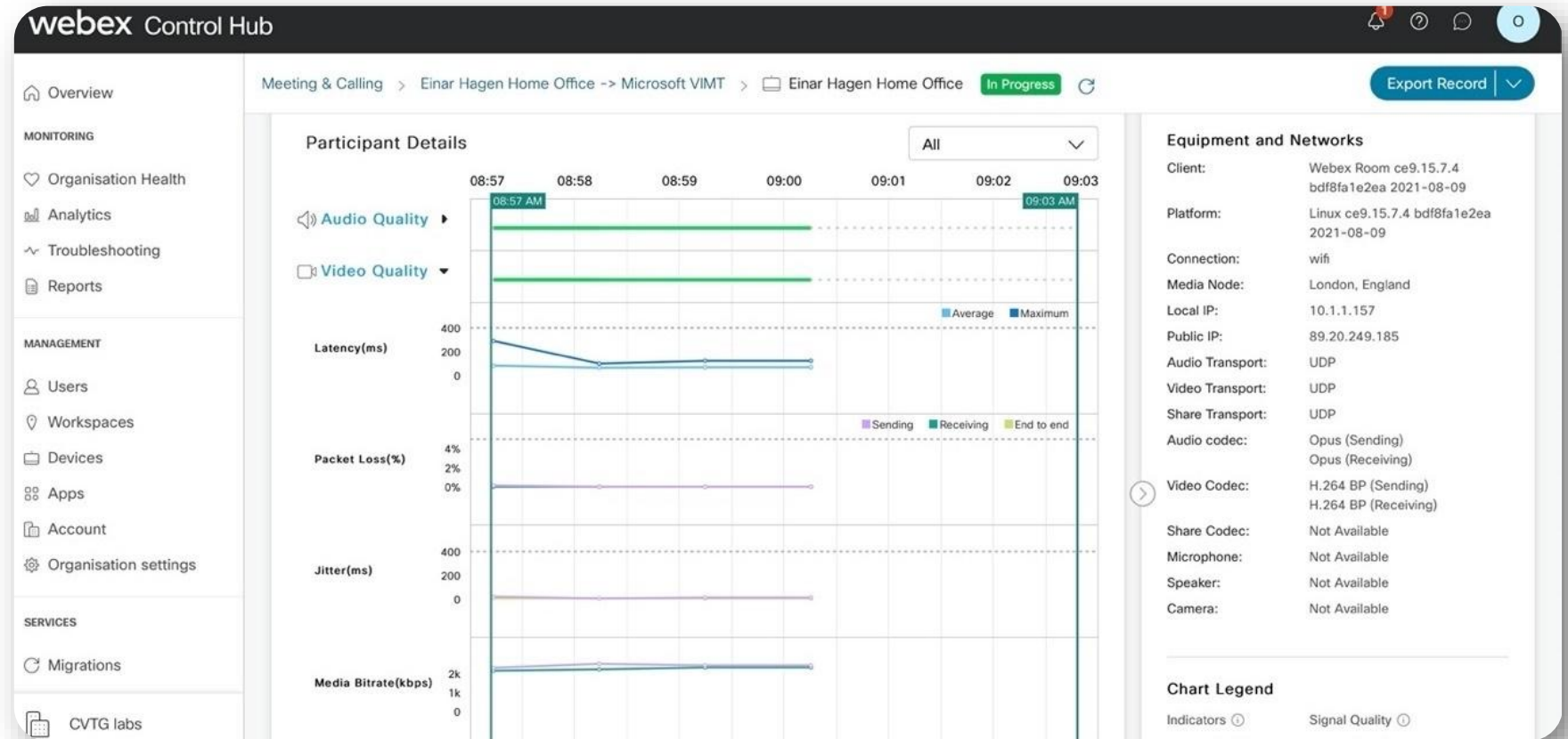
Stats

Stats per device, real time or historic



Availability

Tshoot is available for Cloud registered devices or for Webex Edge for Devices with Optimized Webex Meetings experience (NO SIP)



ThousandEyes data available in Control Hub

Meetings & Calls > Samuel Poh → Microsoft VIMT > Samuel Poh

Participant Details - Samuel Poh

Audio Quality

Network Path

10:02

10:07

10:13

10:19

10:25

10:30

10:36

10:02 AM

10:35 AM

Click on the dotted line to view network path

Network Path 10:15 - 10:16

Private Network

Starhub Intern...

StarHub Inter...

Microsoft Cor...

12 Unknown N...

Name	IP Address	Prefix	Latency (Link delay)	Network	Location
ae61-0.ier02.sin31.nt...	104.44.56.253	104.40.0.0/13	21 ms(+18ms)	Microsoft Corporation...	Singapore, Sing...
ae29-0.icr02.sg2.ntw...	104.44.55.135	104.40.0.0/13	3 ms(+0ms)	Microsoft Corporation...	Singapore, Sing...

Launch ThousandEyes Dashboard

Copy ThousandEyes URL

Cross launch into ThousandEyes Dashboard to visualize

VIMT Roadmap

VIMT Feature Roadmap

Microsoft Teams Cloud Video Interop (CVI)

SUBJECT TO CHANGE

Available now!

IntelliFrame views from MTRoW
(with a Pro license)

Spotlight
(Teams client sets spotlighted speaker)

OBTP for CISCO 9800 IP Phones

PPT Live! Content

Admin setting of default layout

Town Hall support for CVI

Roadmap – 3 months

Lobby and notifications localization

Hybrid Calendar service OBTP for
Pexip CVI FedRAMP pexgov.com
& self hosted custom domains

Cisco 9800 IP Phones license

Backlog – 6+ months

Multiple Teams Tenants
(Single Webex org with multiple MS365 Teams Tenants)

Webex for Gov FedRAMP Moderate

Improved VIMT reporting on CH

Teams/MTR like layout option

Directory Avatar

Microsoft Roadmap

Microsoft Teams renaming the field
“Tenant Key” to “Video Address”

You can stay up to date visiting the VIMT changelog available at
<https://help.webex.com/en-us/article/n5m305x/Webex-Video-Integration-for-Microsoft-Teams>

Microsoft Teams invites & RoomOS Teams Button “Tenant Key” to be renamed “Video Address”

SUBJECT TO CHANGE

Example from Teams invite

Join on a video conferencing device

Tenant key: cvidemo@m.webex.com

Video ID: 116 835 695 1

[More info](#)

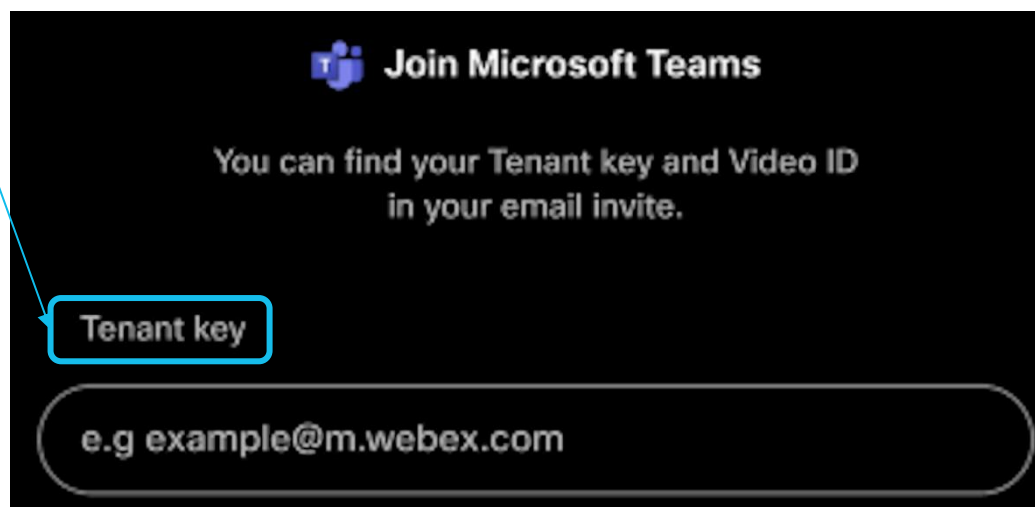
For organizers: [Meeting options](#)

Microsoft Teams is renaming the field “Tenant Key” to “Video Address” in meeting invites, in response to customer requests.

The rollout of this change started in May and will take **a few months** to reach all clients.

The RoomOS Microsoft Teams button will be updated accordingly to reflect the new terminology.

This is strictly a **label change** – no functionality is impacted.

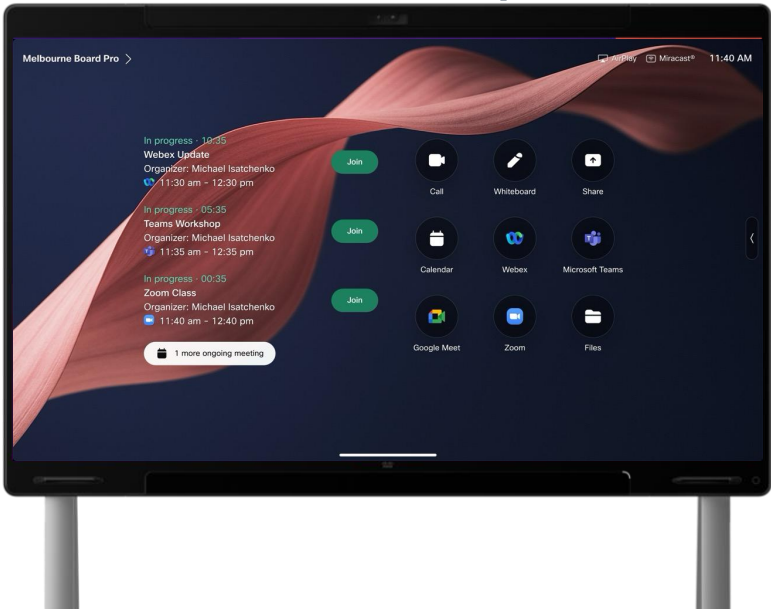


Cisco video devices and the Microsoft Teams experience

Giving our customers additional flexibility and choice



Cisco Rooms experience



OR



Teams experience



Same device, powered by Cisco RoomOS



Full featured



Enhanced^(1,2)



Guest

¹Microsoft Teams join via VIMT for enhanced. WebRTC join if no VIMT

²Zoom join via SIP



Full featured⁽³⁾



Enhanced⁽³⁾



³Requires Control Hub registration. WebRTC join with only Microsoft registration



Cisco Devices Certified for Microsoft Teams Rooms

Secure RoomOS environment

RoomOS is the OS running on Cisco Collaboration devices.

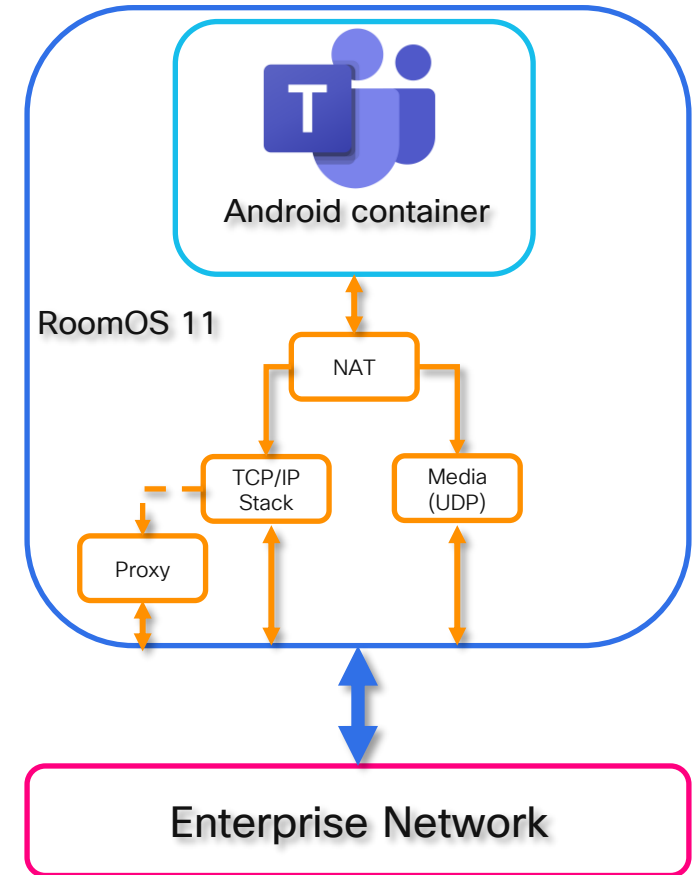
- Purpose built for real-time collaboration and security

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

- Android 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



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



Cisco devices for Microsoft Teams Rooms

Integrated Systems



Desk Pro

All-in-one video conferencing and digital whiteboarding for **jump rooms and huddle spaces**



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

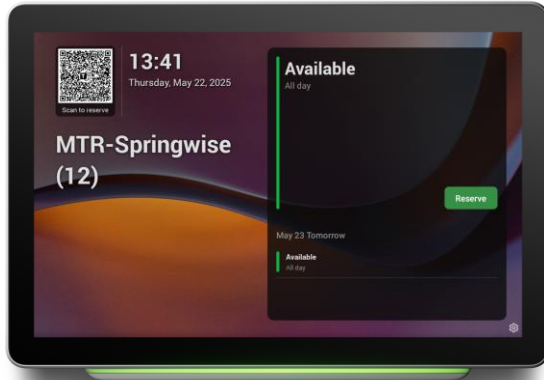
Microsoft Teams Panel

Microsoft Teams Panels are a scheduling device that integrates with Microsoft Teams, providing real-time information on meeting room availability and allowing users to book rooms directly from the device. It enhances productivity and streamlines meeting room management within an organization.

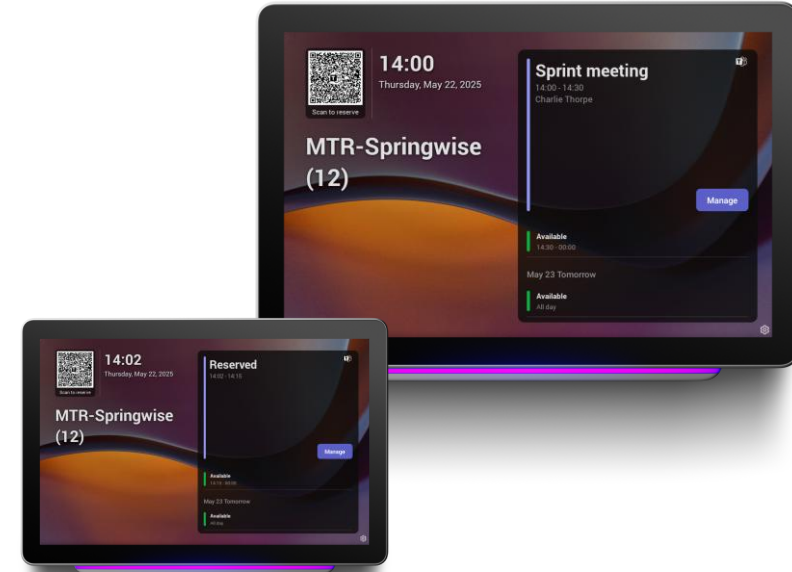


Cisco devices for Microsoft Teams

Microsoft Teams Panel – Single registration (Teams Admin Center only)



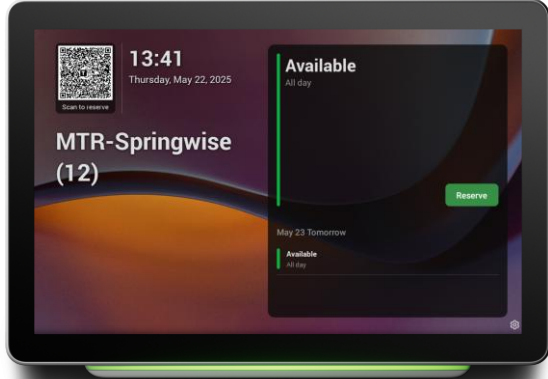
- LED Status
- Wall Navigator color ring will change based on the following:
- Green – workspace is not reserved/booked.



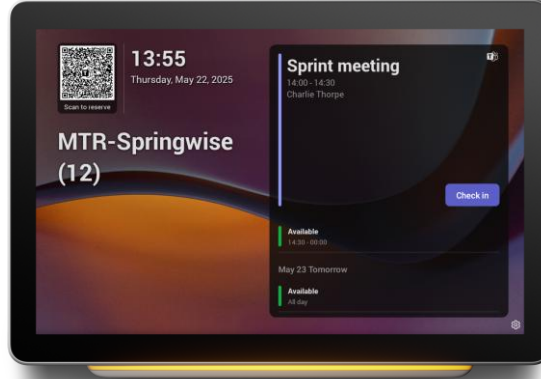
- LED Status
- Wall Navigator color ring will change based on the following:
- Purple – workspace is reserved/booked. May or may not be occupied. LED will turn purple approx. 10 mins before booking is due to start.

Cisco devices for Microsoft Teams

Microsoft Teams Panel – Dual registered (Control Hub and Teams)



- LED Status
- Wall Navigator color ring will change based on the following:
- Green – workspace is available and unoccupied.



- LED Status
- Wall Navigator color ring will change based on the following:
- Yellow – workspace is reserved/booked and unoccupied.



- LED Status
- Wall Navigator color ring will change based on the following:
- Purple – workspace is occupied. May or may not be reserved/booked (check MTP display to confirm).

Control Hub registration



Device inventory,
management,
and monitoring in
Control Hub



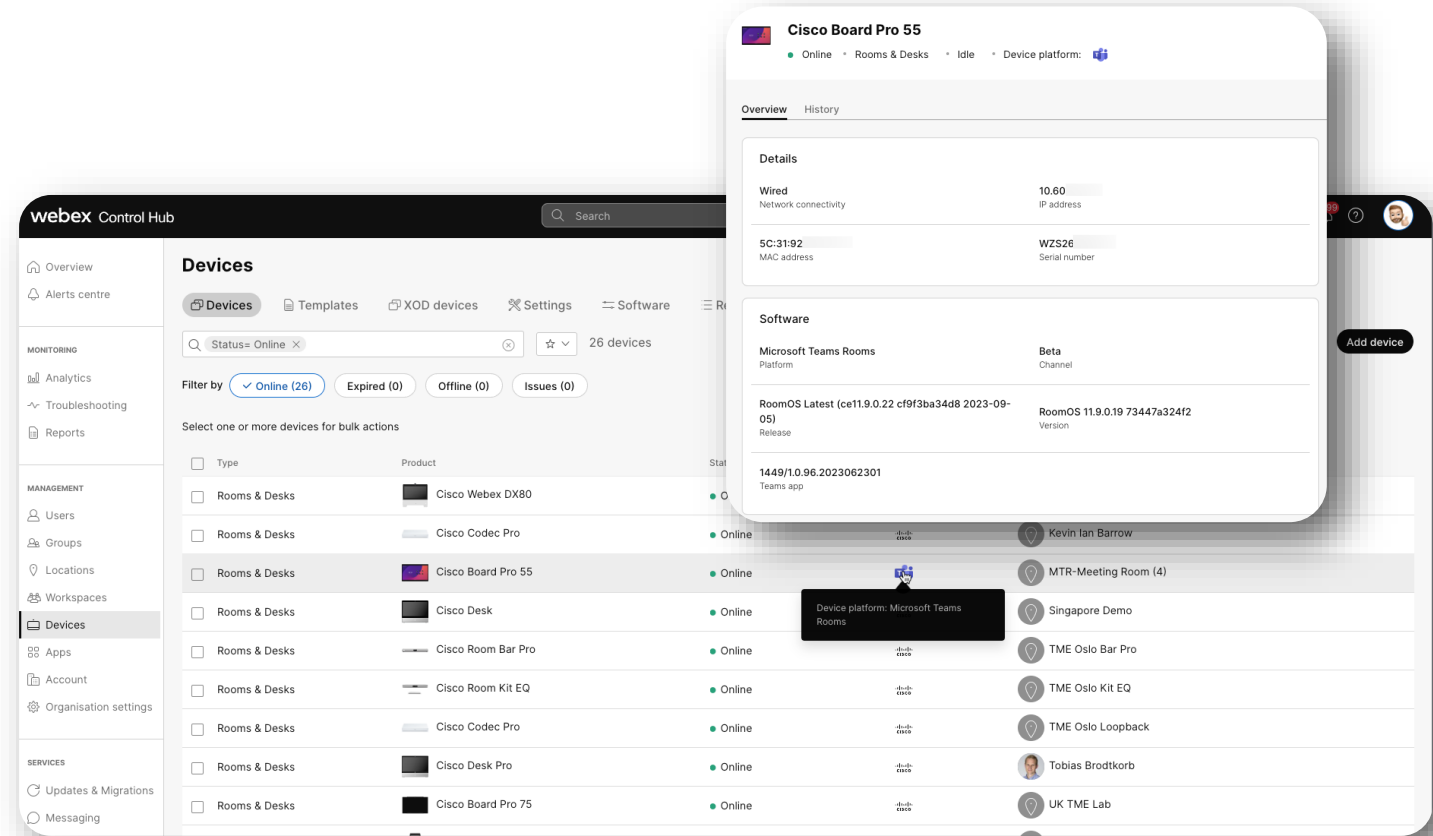
Workspace
environmental and
occupancy metrics



Access to the full
value of Control Hub
alongside Microsoft
Teams Admin Center



Macros*, UI
extensions* and
Cloud API access



Control Hub provisioning

For your
reference

- Provisioning a Cisco Collaboration device to Control Hub is an optional but highly recommended step when deploying the Microsoft Teams Rooms experience.
- There are many benefits that the 'dual registration' brings. These include
 - Native Webex meeting join from scheduled calendar invite
 - Remote Access support
 - OBTP join into Zoom calls via Zoom CRC Interop*
 - Workspace analytics in Control Hub – environmental and occupancy
 - Synchronous Configuration management
 - Additional software update options (Advanced Software Control and Beta software channel options)
 - Cloud API access
 - Bulk configuration and Template configuration
- Workspace and 16-digit activation code are created in the same way that you would for a fully Control Hub registered device.
- Room registration license is required for device registration to both Control Hub and Teams Admin Center.
- For customers who do not have a Flex agreement, A-DEVICE-PACKAGE offer available to support device registration.

*Please note this requires Hybrid Calendar to be configured

Management Capabilities

Microsoft Teams Admin Center and Webex Control Hub

For your
reference

	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*	Partial*
UI Extensions	Yes – Available in Control Panel only	Yes – Available in Control Panel only
API Integrations	✓	✓
Device Metrics & Analytics	✓	✓
Room Metrics & Analytics	✓	✓
Native Webex Meetings	✗	✓
OBTP Join to Zoom via CRC Interop	✗	✓
Remote Access in Control Hub	✗	✓
Environmental Metrics	✓	✓

Management Capabilities

Caveats with Microsoft Teams Admin Center **only** registration

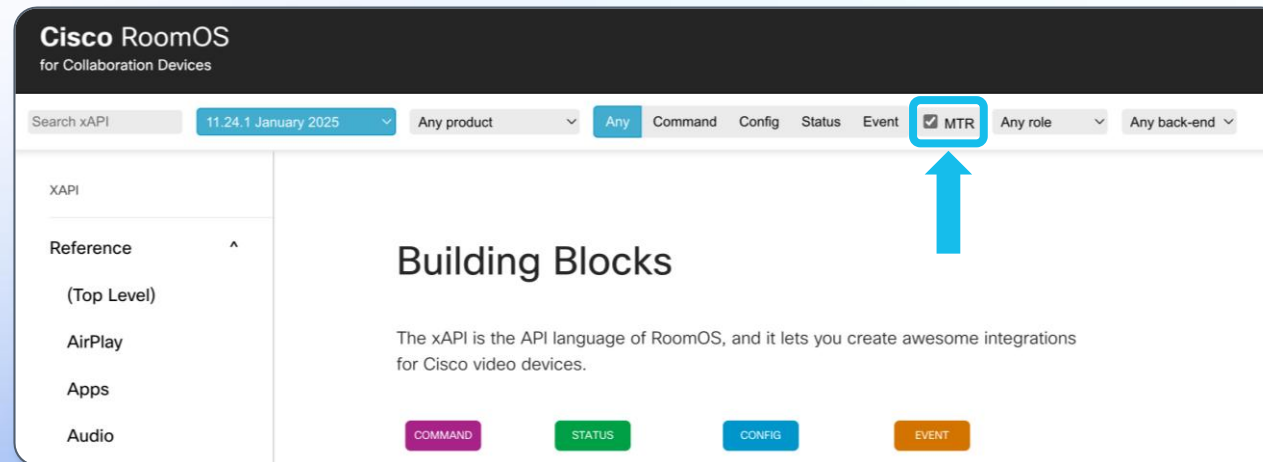
For your
reference

	MTR on Android (no Control Hub registration)	Notes
Device Inventory	Limited	No peripherals view. Only Codec and Touch-controller
Device Configuration	Limited	Limited to the Android settings. It requires an MTR Pro license
Software Upgrade	Limited	Microsoft provides less frequent updates. No RoomOS Beta availability
Device Alerts	✗	Not available
Meeting Metrics & Analytics	Teams Admin Center only	Meeting metrics for MS Teams calls only
Macros	Partial*	Full set of Macros supported in RoomOS only mode
UI Extensions	Yes – Available in Control Panel only	RoomOS mode allows UI Extensions on home screen
API Integrations	✓	Without CH access cloud xAPI's are not available and local device access is required
Device Metrics & Analytics	✓	Without CH access cloud xAPI's are not available and local device access is required
Room Metrics & Analytics	✓	Without CH access cloud xAPI's are not available and local device access is required
Native Webex Meetings	✗	WebRTC only
OBTP Join to Zoom via CRC Interop	✗	WebRTC only
Remote Access in Control Hub	✗	Not available
Environmental Metrics	✓	Without CH access cloud xAPI's are not available and local device access is required

Macros

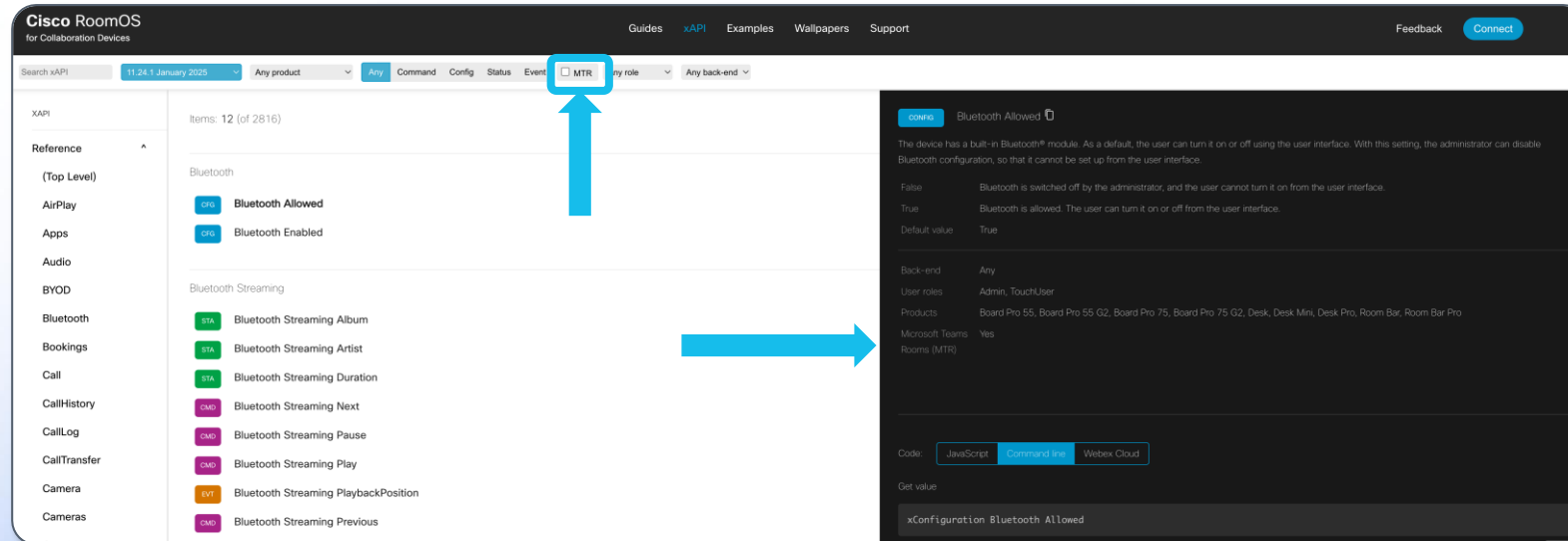
Supported today

- Not every xAPI is supported when running Microsoft Teams Rooms.
 - <https://roomos.cisco.com>
- MTR filter available to show xAPI's that are applicable when supporting Microsoft Teams Rooms.



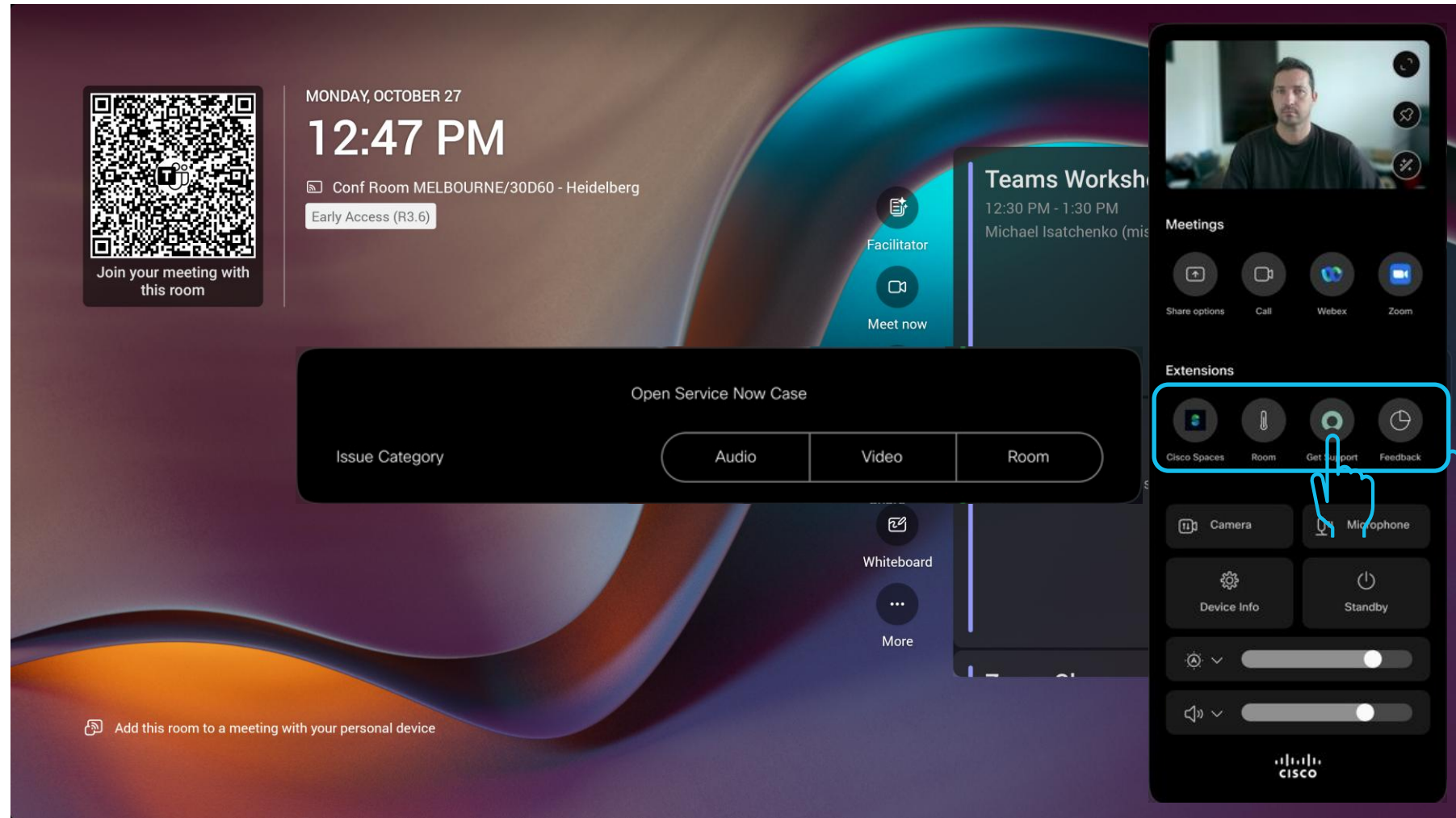
RoomOS xAPI Availability

When reviewing roomos.cisco.com API's, only those xAPI's that have Microsoft Teams Rooms (MTR): Yes status will be visible when MTR filter is applied.



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.
- Control Panel is visible by swiping in from the right hand side of the main screen on the Desk Pro and Board Pro and swiping in from the right-hand side of the Room Navigator paired with the Room Bar/Room Bar Pro/Room Kit EQ/Room Kit EQX/Room Kit Pro/Board Pro.



02 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) to provide support for:
 - Remote Access
 - Group and Speaker support
 - Advanced software options
 - Device alerts and device management
 - Bulk device configuration and template provisioning
 - Workspace Analytics
 - Native Webex meeting join
 - Zoom OBTP CRC cross-launch (requires Hybrid Calendar)

Control Hub

Creating device activation code

Cisco MTR device setup wizard will first ask for a Control Hub registration token

If you do not have Control Hub or you will not be using Control Hub there is an option where you can skip the registration token request

The image displays four sequential screenshots of the Cisco MTR device setup wizard, each enclosed in a blue border and numbered 1 through 4 in the top right corner.

- Screenshot 1:** Titled "Add workspace". It contains a form for workspace details: "Name" (Springwise MTR), "Type" (Open Space), "Capacity" (2), "Location" (Charlie Lab - Demo Docs), and "Floor" (Ground Floor). On the right, there is an illustration of people in a meeting and a section titled "Types of Workspaces" with a description and a button for "Open Space".
- Screenshot 2:** Titled "Add workspace". It asks "What kind of device do you want to set up in this workspace?". It offers three options: "Cisco Room and Desk device", "Cisco Desk Phone", and "Cisco phone, ATA or third-party device".
- Screenshot 3:** Titled "Add workspace". It asks "Which services are needed in this Workspace?". It has three sections: "Calling" (with "Call on Webex 11:1 call, non-PSTN" selected), "Scheduling" (with "None" selected), and "Meetings" (with "None" selected).
- Screenshot 4:** Titled "Add workspace". It displays the "Activation Code" as "9077-7925-5830-8587", which expires on 23 March 2023. It includes buttons for "Copy", "Email", and "Print", and a "Go to Workspace" button at the bottom right.

Add a workspace in Control Hub. Provide required detail (Next)

Select Cisco Collaboration device (Next)

Leave 'Call on Webex' as the default. If Device hosted meetings are to be enabled, please select radio button and select the required Webex URL (Next)

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

Converting a device API Usage

It is also possible to convert a device that is already registered to Control Hub via a single xAPI command. The command will only be visible if the Cisco Video device can support Microsoft Teams Rooms.

Using the command will

- Maintain device registration in Control Hub
- Maintain existing analytics settings
- 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

Important to note:

If your target device in Control Hub is a Room Kit Pro paired with a Touch 10, the xCommand above will still function, but only the Codec Pro will successfully convert to a Microsoft Teams Room. Since the Touch 10 doesn't support Microsoft Teams Rooms, it won't transition and must be swapped out for a Room Navigator to complete the setup. Additionally, if you've factory reset the Room Kit Pro and are navigating through the start-up wizard, the option for Microsoft Teams Rooms won't appear on the experience required decision screen.

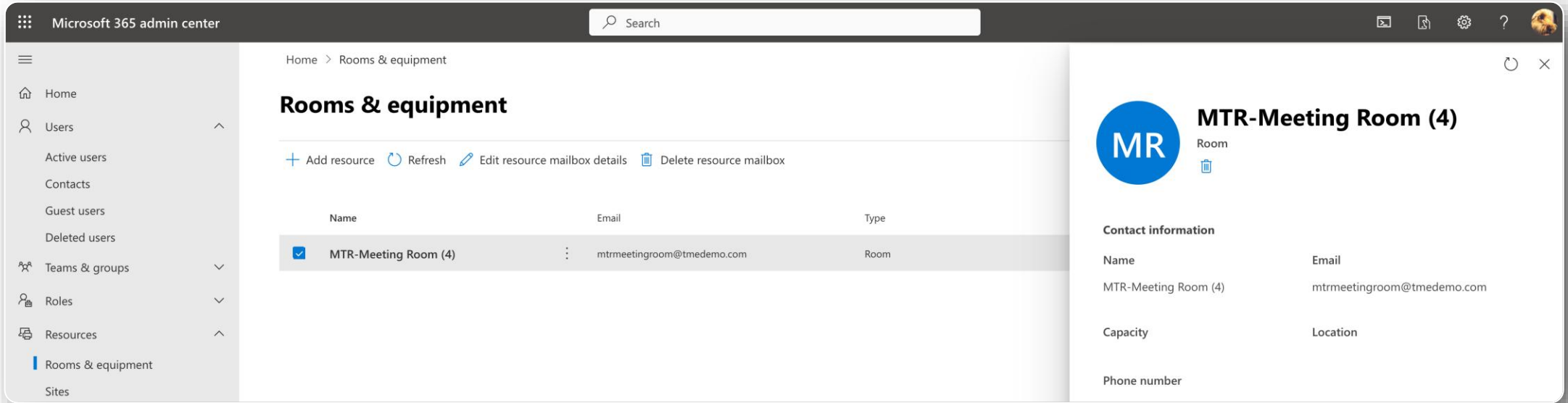
Microsoft Admin

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.

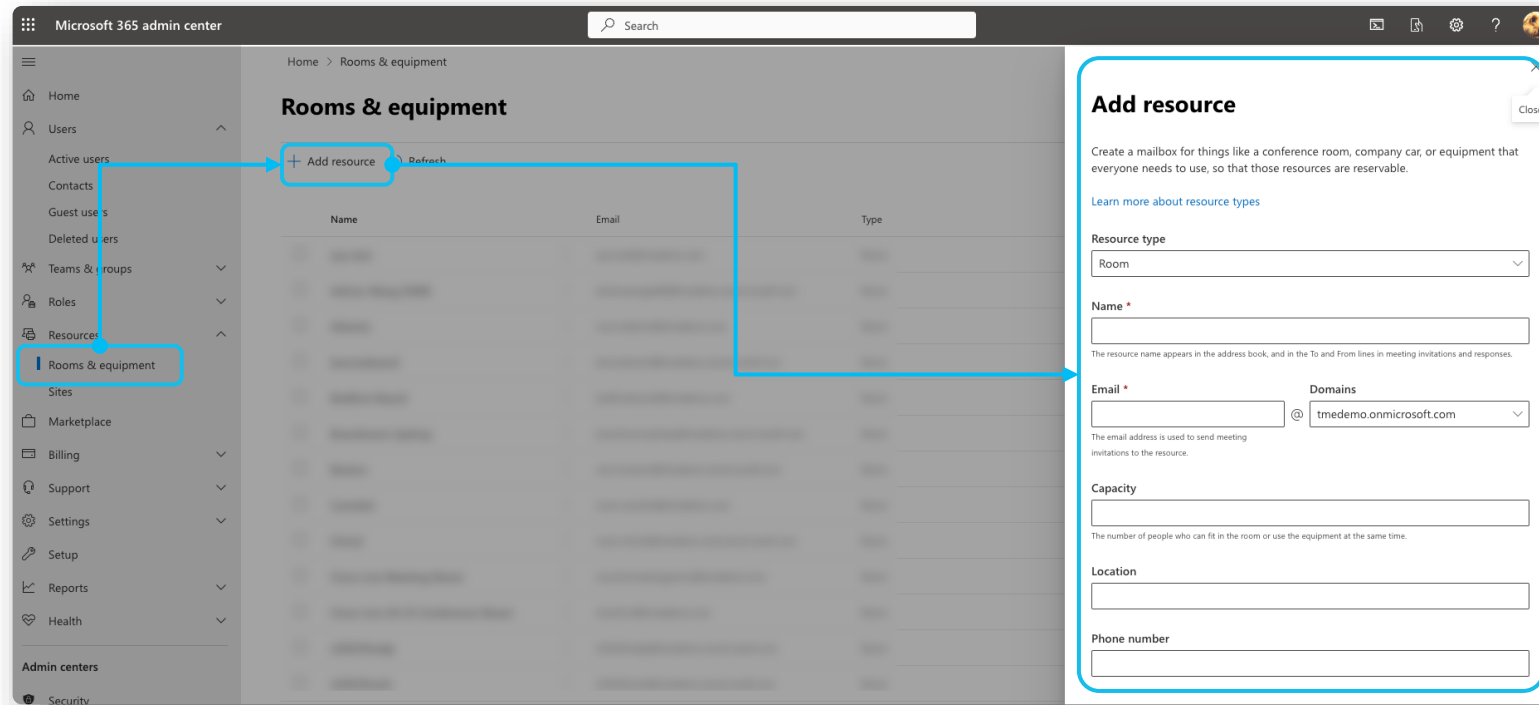


Resource Account – account creation

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 use 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.

Resource Account – mailbox properties

Microsoft PowerShell

As mentioned in the previous slide, there are some default settings that are configured. You should also be aware that in general, there are a set of default properties that apply to resource mailboxes when they are configured. You can improve your Microsoft Teams Rooms experience by customizing how the resource mailbox responds and how it processes the meeting request. Exchange Online PowerShell is used to modify the following properties:

- **AutomateProcessing:** – allows the resource mailbox to receive and process the meeting request without the need for human intervention (for example proxy controlled). Default setting is `AutoAccept`.
- **AddOrganizerToSubject:**– The meeting organizer is not added to the subject line of the meeting request. Default setting is `$true`. If set to `$false`, organizer is not added to subject line.
- **DeleteComments:**– Decides whether text in the message body of the meeting request is retained or deleted. If you require externally generated Teams Meetings requests and/or you need to support meetings request that are for a Webex or Zoom meeting, you need to set the parameter to `$false`. By default, this is set to `$true`.

Resource Account – mailbox properties

Microsoft PowerShell

- **DeleteSubject:** – Decides whether the subject of the meeting request is kept. By default this is set to `$true`. If you want the subject of the meeting to be shown, this value needs to be set to `$false`
- **ProcessExternalMeetingMessages:** – Specifies whether to process meeting requests that originate outside of the Exchange organization. By default, this defaults to `$false`. This would mean that:
 - Meeting requests generated for a Microsoft Teams Meeting or a Webex meeting or a Zoom meeting that are originating from a user's mailbox within the Exchange organization would be processed and accepted. For example, if I sent the request from my Outlook app by generating a meeting request and including the resource account in to the 'To' line.
 - Meeting requests generated for a Microsoft Teams Meeting or a Webex meeting or a Zoom meeting that do not originate from within your Exchange organization would not be processed and accepted. For example, if I sent a meeting request for a Webex meeting and I invited the resource account directly from the Webex site meeting creation page. The request would not be accepted as the invite would not have been generated from within your Exchange organization.
 - Changing the parameter to `$true` would mean that meeting requests originating outside of your Exchange organization would be processed and accepted.

Resource Account – mailbox properties

Microsoft PowerShell

- **RemovePrivateProperty:** - Specifies that if the Private flag has been set by the meeting organizer in the original meeting request, that this remains as specified. Default value is \$true. If the private meeting flag needs to be preserved (so the meeting stays private), then the value needs to be changed to \$false.

The below is a working example

- `Set-CalendarProcessing -Identity "<resourcename>" -AutomateProcessing AutoAccept -AddOrganizerToSubject $false -DeleteComments $false -DeleteSubject $false -RemovePrivateProperty $false -ProcessExternalMeetingMessages $true`
- Good to also add in
- `-AddAdditionalResponse $true -AdditionalResponse "This is a Microsoft Teams Meeting room powered by a Cisco Video device!"`

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. Please note that if the Cisco Video device is to use an MTR Basic license and Microsoft Teams Panel is required, a Shared Device License will also need to be added (not shown here).

The screenshot shows the Microsoft 365 admin center interface. On the left, the 'Active users' list is visible, with 'MTR-Meeting Room (4)' selected. The main panel displays the user profile for 'MTR-Meeting Room (4)' with the 'Licenses and apps' tab active. The license list shows 'Microsoft Teams Rooms Pro' selected, with 3 of 4 licenses available. A callout box on the right provides a detailed view of the license options, including 'Microsoft Business Center', 'Microsoft Power Automate Free', 'Microsoft Teams Rooms Basic', and 'Microsoft Teams Rooms Pro'.

License	Available Licenses
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.

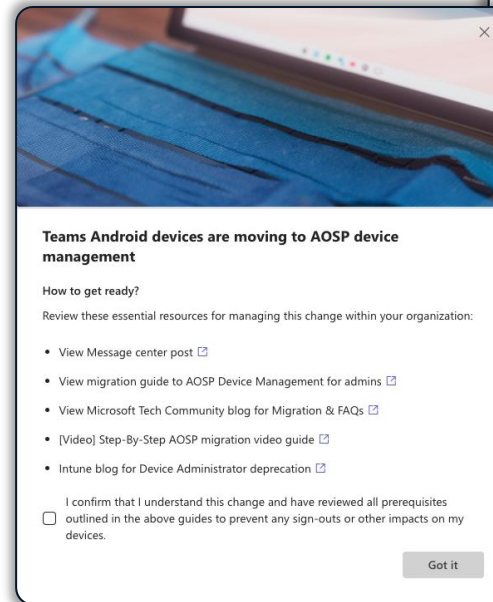
03 Enrollment

AOSP Device Management

AOSP Device Management

 Action required 

- AOSP Device Management has replaced Android Device Administrator
- Moving to AOSP-DM firmware is not optional
 - Grace period of dual running is coming to an end!
- Enrollment Profile needs to be created in Intune
 - Optional Compliance and Configuration policies
 - Enrollment Profile is not needed if MTR Basic licenses are being used





Final reminder: Migration to AOSP Device Management for Cisco Devices running Microsoft Teams Rooms

Dear Webex Customer,
Webex is sending this notification to site administrator contacts at https://full_webex_url.

We are writing to inform you about an important update regarding Cisco Devices running Microsoft Teams Rooms with Cisco as the software upgrade provider.

Key Updates:

- **Starting May 30, 2025**, all organizations will automatically become eligible for software upgrades to AOSP Device Management. This change eliminates the previously communicated need for site administrators to register their organization as "ready for migration."
- After this change, devices not pinned to a specific software release will automatically upgrade to AOSP Device Management software.

Important Reminder: The oldest software release that does not include AOSP Device Management (RoomOS December 2024) will expire on **June 25, 2025**. After this date, all remaining Cisco Devices running Microsoft Teams Rooms will be automatically upgraded to software with AOSP Device Management. To ensure a smooth transition, we strongly recommend that you:

1. Review and complete any applicable preparation steps detailed at <https://roomos.cisco.com/doc/MTR/AOSP>.
2. Configure your devices to receive upgrades from the "Microsoft approved" channel in Webex Control Hub.

Repeating Key Dates to Remember:

- **May 30, 2025:** All organizations eligible for software upgrades to AOSP Device Management.
- **June 25, 2025:** Forced upgrade to AOSP Device Management for any remaining devices.

We appreciate your attention to this important update.

Thank you for your continued business,
Webex Global Communications

You are receiving this message because your email is listed as an administrator in Webex Control Hub or Site Administration. If you would like to unsubscribe [click here](#)

Cisco Confidential

 Teams android devices will be moving to AOSP Device Management, a new management solution from Intune. Starting on 15 May 2025, All android devices will start getting auto updated to AOSP DM firmware. Admins will not be able to pause this auto-update. If your tenant lacks a valid Intune enrollment profile, devices will sign out during migration, as they undergo AOSP DM migration. Please [refer to the migration guide](#) and ensure you have completed the prerequisites for AOSP DM migration BEFORE the auto updates begin

Microsoft Intune

Android (AOSP) corporate-owned user-associated devices

- Steps to enroll Cisco Video devices with Microsoft Teams Rooms:
- Set up AOSP management enrollment profile.
 - Mandatory if using Intune
- Set up AOSP Management Configuration and Compliance Policies.
 - This is an optional step
- Deploy AOSP Management capable device firmware.
 - This can be delivered either via Control Hub or Teams Admin Centre.

Microsoft Intune

Step 1 – Set up AOSP management enrollment profile

1. Sign in to Intune Management console.
2. Select Devices>Enrollment>Android
3. Under Enrollment Profiles, select Corporate Owned, user associated.
4. Select Create profile.
5. Add details (as seen here)
6. Next
7. Review and Create

Home > Devices | Enrollment > Corporate-owned, user-associated devices >

Create profile ...

1 Basics **2 Review + create**

Name * ⓘ

Description

Token expiration date ⓘ

Wi-Fi * ☒ Not configured

For Microsoft Teams devices ☒ Enabled ☐ Disabled

Microsoft Intune

Step 2 -Set up AOSP Management Configuration and Compliance Policies

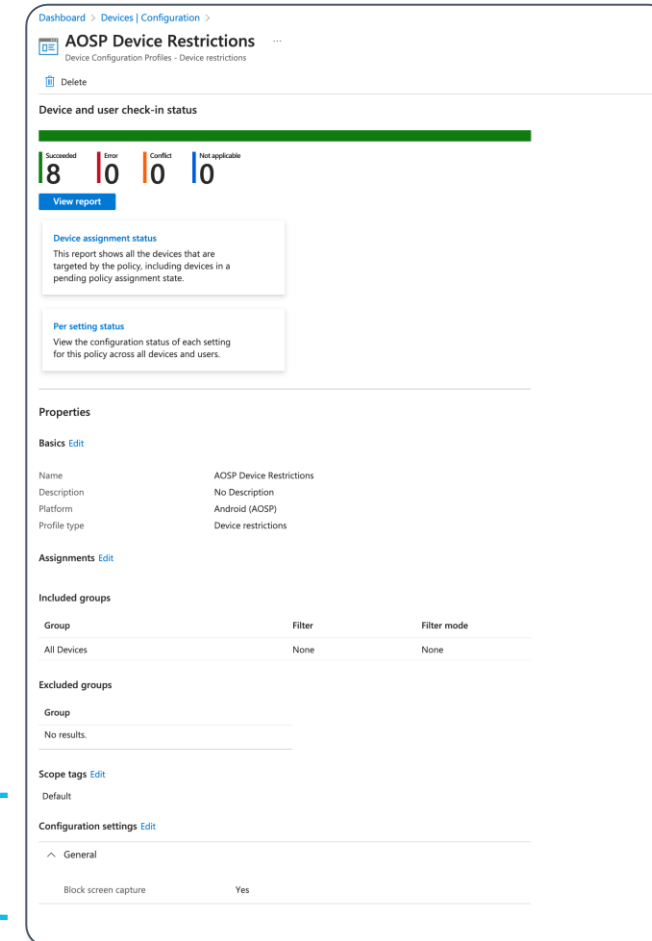
For your
reference

- It is important to understand that setting up AOSP Management Configuration and Compliance Policies is an optional step.
- Teams Android devices that are enrolled in AOSP Device Management support:
 - Intune Configuration policies
 - Intune Compliance policies
 - Neither of these are required for the device to function properly.
- However, it is likely that they will be implemented within an organization as they can bring additional features and functionality.

Microsoft Intune

Step 2 -Set up AOSP Management Configuration and Compliance Policies

- AOSP Management Configuration Policy
- Currently only one supported configuration policy available
 - Device restriction profile for setting block screen capture restriction



For your
reference

Microsoft Intune

Step 2 -Set up AOSP Management Configuration Policies

For your
reference

1. Sign into Intune Management console (<https://intune.microsoft.com/>)
2. Devices>Configuration
3. Create>New Policy
4. For Platform, select Android (AOSP)
5. Under Profile, select Device Restrictions and then select Create
6. Give the policy a useful name and description, then select Next
7. Under General, set Block screen capture to Yes and then select Next
8. Assign this profile to all devices or an Entra ID group of devices, select Next and then Create.

Microsoft Intune

Step 2 -Set up AOSP Management Configuration Policies

For your
reference

- AOSP Management Compliance Policy
 - Limited set of compliance policies for Teams Android devices with AOSP DM exist
 - Device health: Rooted devices (block)
 - Device properties: Minimum and Maximum OS versions
 - System security: Require encryption of data storage in device

Dashboard > Devices | Compliance > AOSP DM Compliance Policy >

Android (AOSP) compliance policy

Android (AOSP)

1 Compliance settings 2 Review + save

Device Health

Rooted devices ⓘ

Block

Not configured

Device Properties

Operating System Version

Minimum OS version ⓘ

11 ✓

Maximum OS version ⓘ

Not configured

Minimum security patch level ⓘ

Not configured

System Security

Require a password to unlock the device. If not configured, the use of passwords is optional, and left up to the user to configure.

[Learn more](#)

Require a password to unlock mobile devices ⓘ

Yes

Not configured

Required password type ⓘ

Device default

Maximum minutes of inactivity before password is required ⓘ

Not configured

Encryption

Require encryption of data storage on device. ⓘ

Yes

Not configured

Microsoft Intune

Step 2 -Set up AOSP Management Compliance Policies

For your
reference

- Sign into Intune Management console (<https://intune.microsoft.com/>)
- Devices>Compliance then Create policy.
- Under Platform>Android (AOSP), then select Create.
 - Provide a name and description for the policy
 - Select Next
- Enable the desired compliance settings from the supported list on the previous slide
- Select Next, then select Next
- Assign the profile to all devices or an Entra ID group of devices
- Select Next then select Create.

Microsoft Intune – post June 25th 2025

Control Hub delivered software

AOSP DM enabled software has been available since February 2025

Will be available in all Control Hub instances.

Software Channels:

- Stable
- Preview
- Verification
- Trial
- Beta (if part of Beta program)
- **Microsoft Approved**

Teams Admin Center delivered software

AOSP DM enabled software has been available since February 2025.

04 Security

Cisco Devices Certified for Microsoft Teams

Android 13 update

Cisco Video devices are being moved to Android 13.

This will be applicable to all Cisco Video devices that are running Android 11 or Android 12. The purpose of the migration is to extend the certification lifespan of the Cisco Video devices supporting Microsoft Teams Rooms and Microsoft Teams Panels.

This move will occur with the release of RoomOS June 2025.

- Migration will be automatic – no activation steps are required from the admin and there will be no visible changes to the end user experiences.
- Please note that once a device has been moved to Android 13, it will no longer be possible to downgrade applications due to security patching and the design specifications of Android 13.
 - It will also not be possible to roll back the RoomOS build once the Android container has been updated to Android 13. If there is a requirement to downgrade to an earlier version of RoomOS/Android combination, a full factory reset will be required.

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.
 - Point to note, if CA policies are in place to grant access based on manufacturer and device type, you will need to specify Cisco as the manufacturer and the model identifier would be one of the following (depending on the device being installed):
 - Desk Pro, Board Pro 55, Board Pro 75, Board Pro 55 G2, Board Pro 75 G2, Room Bar, Room Bar Pro, Room Kit EQ, Room Kit EQX, Room Kit Pro, Room Navigator.

05 Licensing

Licensing

Microsoft Teams Room Basic VS Pro

For your
reference

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 (i.e. worldwide/GCC)

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

License Requirements

Dual registration of a Teams Panel

Microsoft:

- If the Microsoft Teams Rooms system that this is being used with is MTR Pro licensed, then no additional Microsoft license is needed.
- If the Microsoft Teams Rooms system that this is being used with is MTR Basic licensed, then a Shared Device license will need to be added to the resource account for the Teams Panel to register.

Cisco

- The Navigator running Team Panel will be registered in a workspace in Control Hub where there is an existing device. However, it will not be paired at RoomOS level with the device. The Navigator will be considered standalone and will consume its own device license.

License Requirements

Microsoft only registration of Teams Panel

Microsoft:

- If the Microsoft Teams Rooms system that this is being used with is MTR Pro licensed, then no additional Microsoft license is needed.
- If the Microsoft Teams Rooms system that this is being used with is MTR Basic licensed, then a Shared Device license will need to be added to the resource account for the Teams Panel to register.

06 User experience

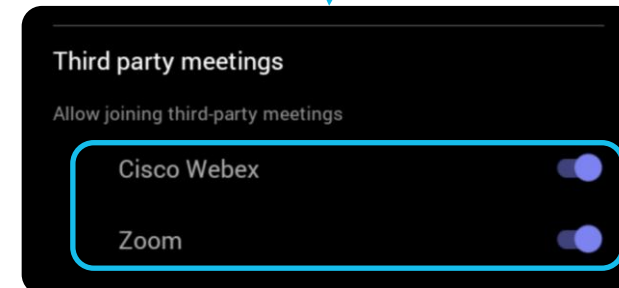
Meeting experiences



One Button to Join experiences for

- Microsoft Teams
- Webex
- Zoom

For Webex and Zoom join buttons to show, 3rd party meeting support needs to be enabled



RoomOS 26

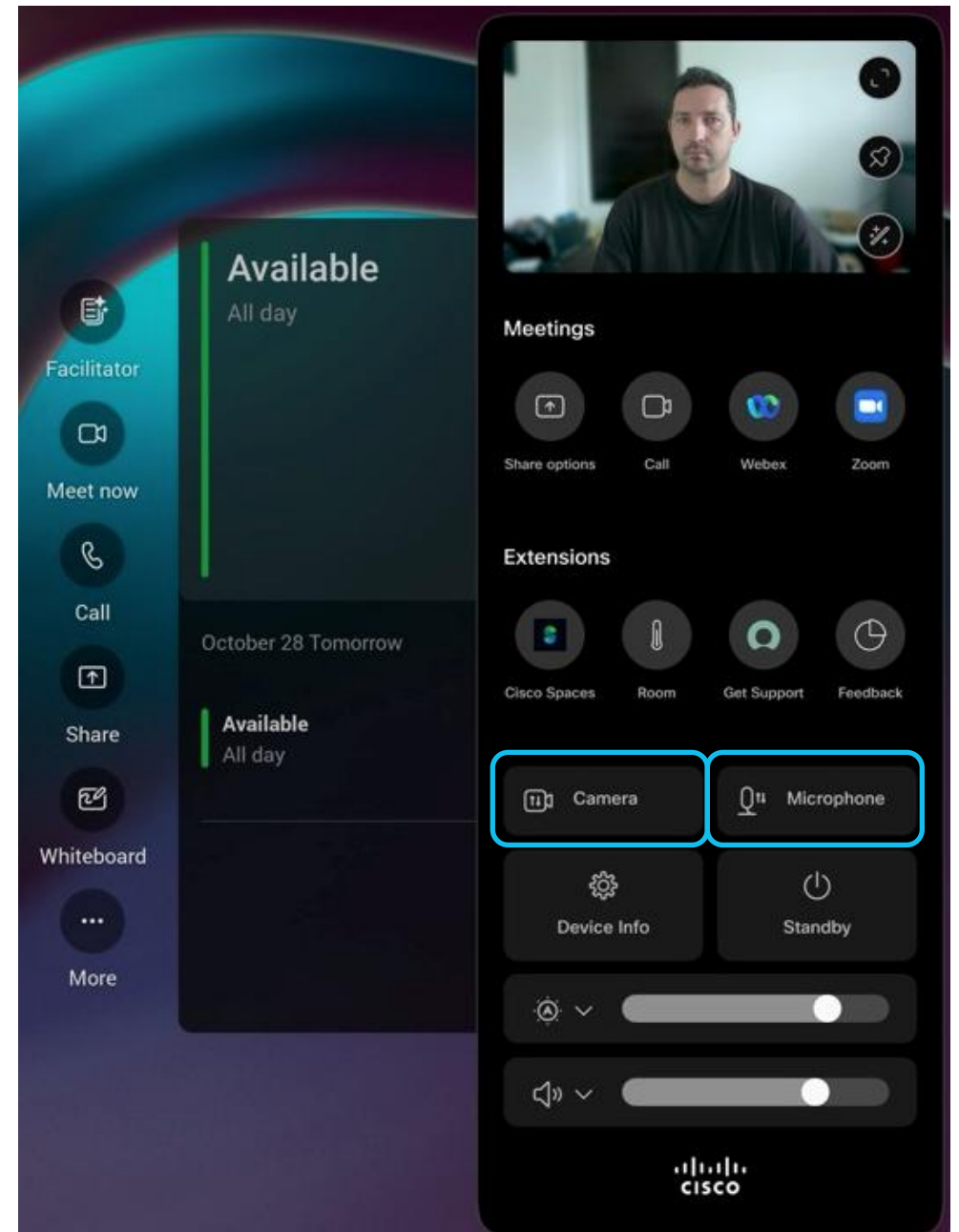
Camera and Audio Settings

Access to RoomOS 26 AI features:

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

When in a:

- Microsoft Teams meeting
- Webex meeting
- Zoom meeting
- BYOD meeting (USB Passthrough)



Camera intelligence

Cisco Desk Pro:

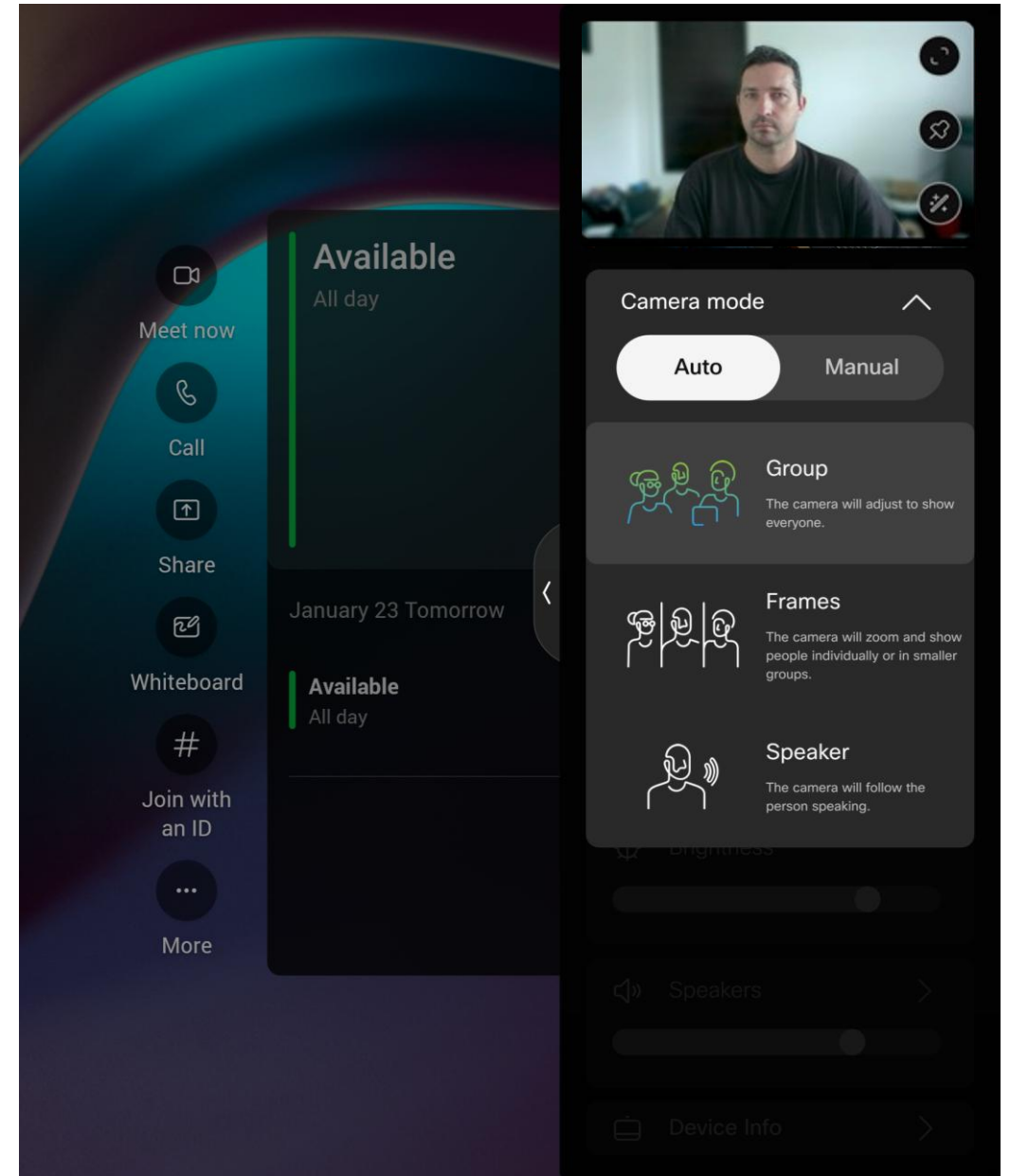
- Best View

Cisco Board Pro, Board Pro G2, Room Bar, Room Bar Pro, Room Kit EQ, Room Kit EQX and Room Kit Pro:

- Group
- Group and Speaker (EQ w/quad camera, EQX and Kit Pro w/Quad camera only)
- Frames
- Speaker

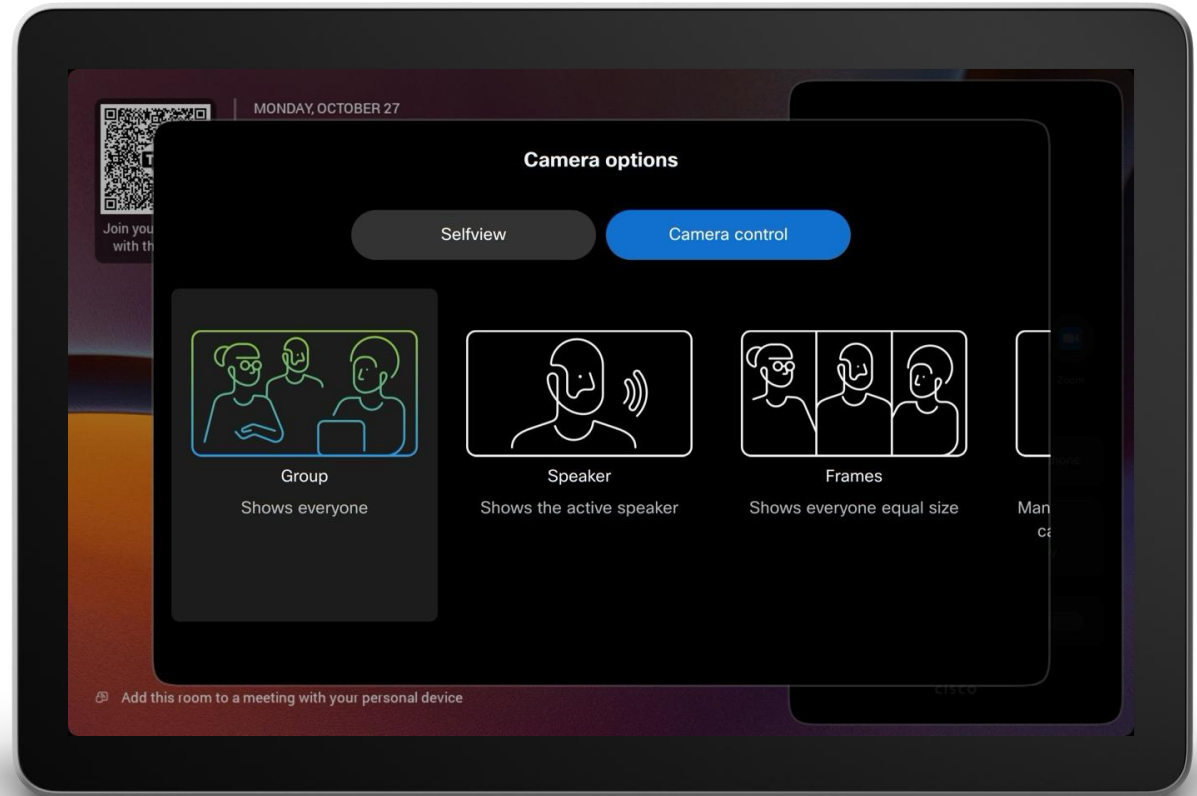
All of the above

- Meeting Zone
- Manual mode
- PTZ controls
- Camera presets



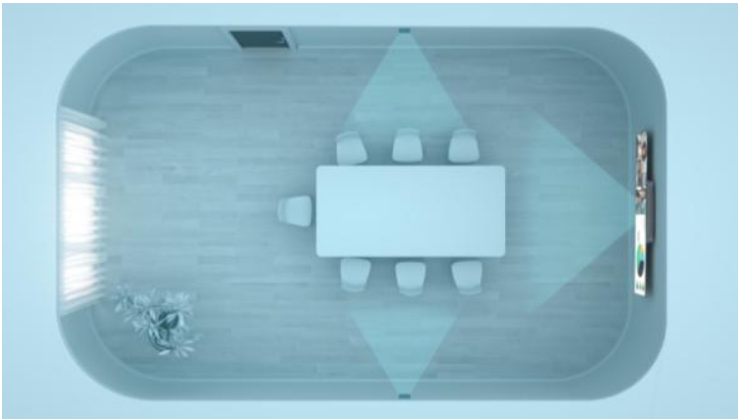
Camera intelligence from Room Navigator

- 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)
- Group and Speaker (EQ w/quad camera, EQX and Kit Pro w/Quad camera only)
- Frames
- Speaker
- Presenter (on supported systems)
- Cross View (EQ and Codec Pro based systems only)
- Camera presets



Cinematic experiences

Cinematic Meeting Experiences



Cross-view multicamera cinematic meetings



Classroom Mode



Extended speaker & AI virtual lens



Meeting Zones for open spaces and glass walls



Speaker and Group



Frames and people focus camera intelligence

Dynamic Camera Mode

- Leveraging the full suite of tools in our camera intelligence toolbox, Auto Camera Mode uses our agentic AI director
 - Decide on the best camera view – regardless of which meeting platform you are using.
 - No need for changing camera settings again.
- All processing is done with the device camera and **AI Director** can therefore be sent to **any call or meeting**
 - Microsoft Teams
 - Webex
 - Zoom



Cinematic Views Support matrix

Camera modes

For your
reference

	RoomOS Only	Microsoft Teams Rooms with Control Hub registration	Microsoft Teams Rooms without Control Hub registration
Best View/Group	 Yes ¹	 Yes ¹	 Yes ¹
Frames	 Yes ¹	 Yes ¹	 Yes ¹
PeopleFocus	 Yes ^{1,2}	 Yes ^{1,2}	 No
MeetingZone	 Yes ¹	 Yes ¹	 Yes ¹
Group and Speaker	 Yes ¹	 Yes ¹	 No
Cross-View	 Yes	 Yes	 Yes
Extended Speaker	 Yes	 Yes	 Yes

¹ Not supported with PTZ. ² Only when in a native Webex meeting

Cinematic Views Support matrix

Room Types

For your
reference

	RoomOS Only	Microsoft Teams Rooms with Control Hub registration	Microsoft Teams Rooms without Control Hub registration
Presenter Track	✓	✓	✓
Classroom Mode	✓	✓	✓
Briefing Mode	✓	✗	✗
Presenter and Audience	✓	✗	✗

Cinematic Views device support matrix & MTR

Camera Modes

For your
reference

	Desk Pro	Room Bar/ Room Bar Pro	Room Kit EQ/ Room Kit EQX	Room Kit Pro	Board Pro/ Board Pro G2
Best View or Group	Send – yes	Send – yes	Send – yes ⁽¹⁾	Send – yes ⁽¹⁾	Send – yes
Frames	Send – no Receive – yes	Send – yes ⁽¹⁾ Receive – yes	Send – yes ⁽¹⁾ Receive – yes	Send – yes ⁽¹⁾ Receive – yes	Send – yes ⁽¹⁾ Receive – yes
PeopleFocus	Receive – yes when in a native Webex meeting	Receive – yes when in a native Webex meeting	Receive – yes when in a native Webex meeting	Receive – yes when in a native Webex meeting	Receive – yes when in a native Webex meeting
MeetingZone	Yes	Yes	Yes	Yes	Yes
Group and Speaker	Send – no Receive – yes	Send – no (Bar) Send – yes (Bar Pro) Receive – yes	Send – yes ^(1,2) Receive – yes	Send – yes ^(1,2) Receive – yes	Send – no (BP) Send – yes (BPG2) Receive – yes
Cross-View	Send – no	Send – no	Send – yes ^(1,3,4,5)	Send – yes ^(1,3,4,5)	Send – no
Extended Speaker	Send – no	Send – no	Send – yes ^(1,3,4,5)	Send – yes ^(1,3,4,5)	Send – no

⁽¹⁾Requires Quad camera as main camera

⁽³⁾Requires Cisco PTZ4K as additional camera(s)

⁽⁵⁾Requires at least 3 Table Microphone Pro’s or a minimum of 1 Ceiling Microphone Pro

⁽²⁾Multi-stream when in a native Webex meeting, composite view in Teams meeting

⁽⁴⁾Cannot combine Cross-View and Extended Speaker on the same system

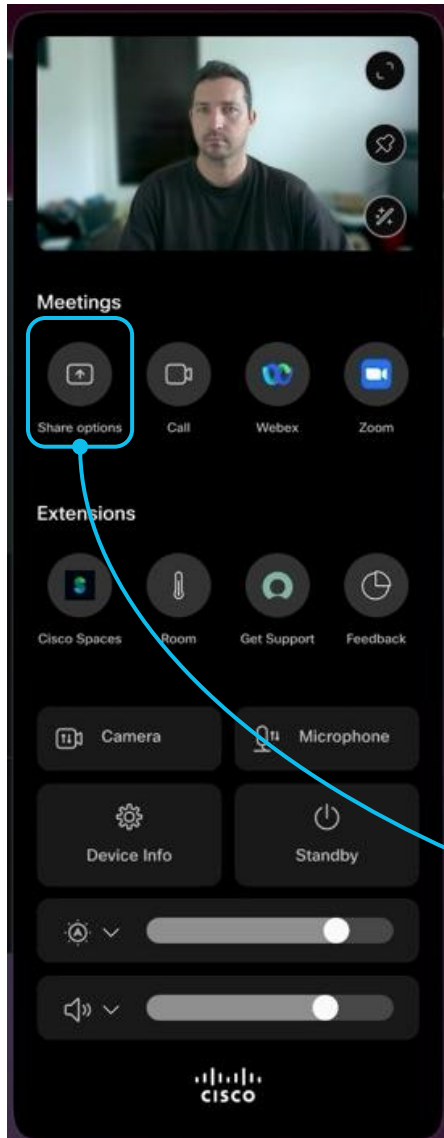


Content sharing

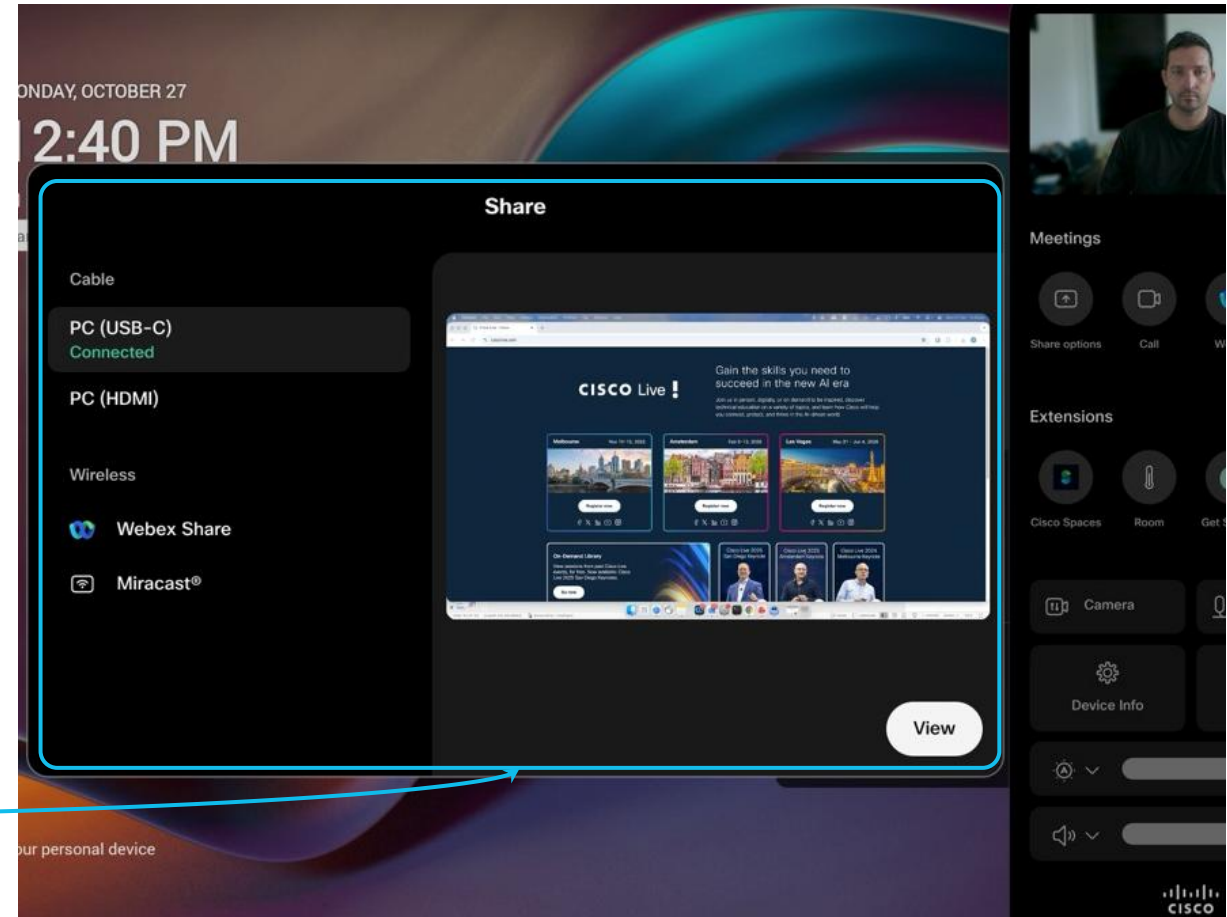
- Make content sharing simple with a wide range of wired and wireless options:
 - USB-C
 - HDMI
 - Miracast®
(not supported on non-Radio versions)
 - Airplay
 - Microsoft Teams Cast
-
- Please note that the Cisco Room Kit Pro does not support USB-C sharing options



Content sharing

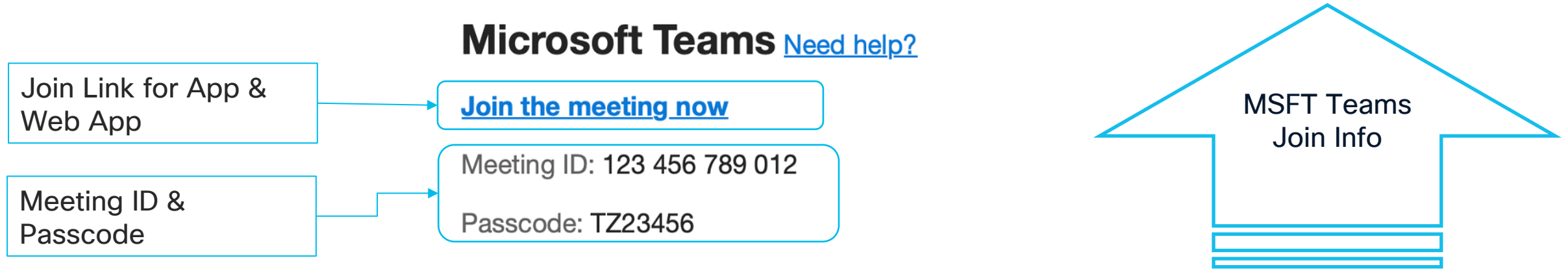


Selecting 'Share source' from the side pull menu will allow for the different presentations sources to be displayed either locally on into the active Microsoft Teams meeting.



Direct Guest Join (WebRTC)

Example Teams Invite Generated by Microsoft

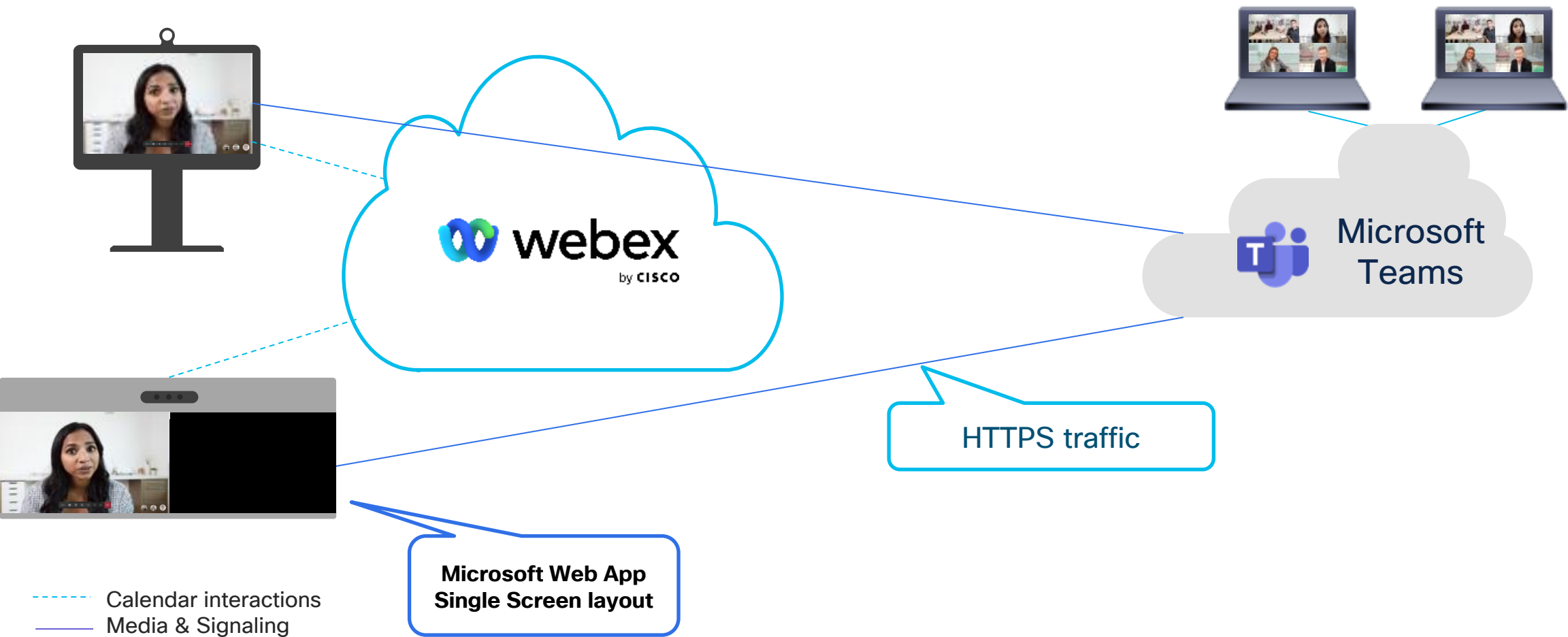


Mainly intended for **Business-to-Business** meetings
Used when **neither company has a CVI (Cloud Video Interop) gateway**

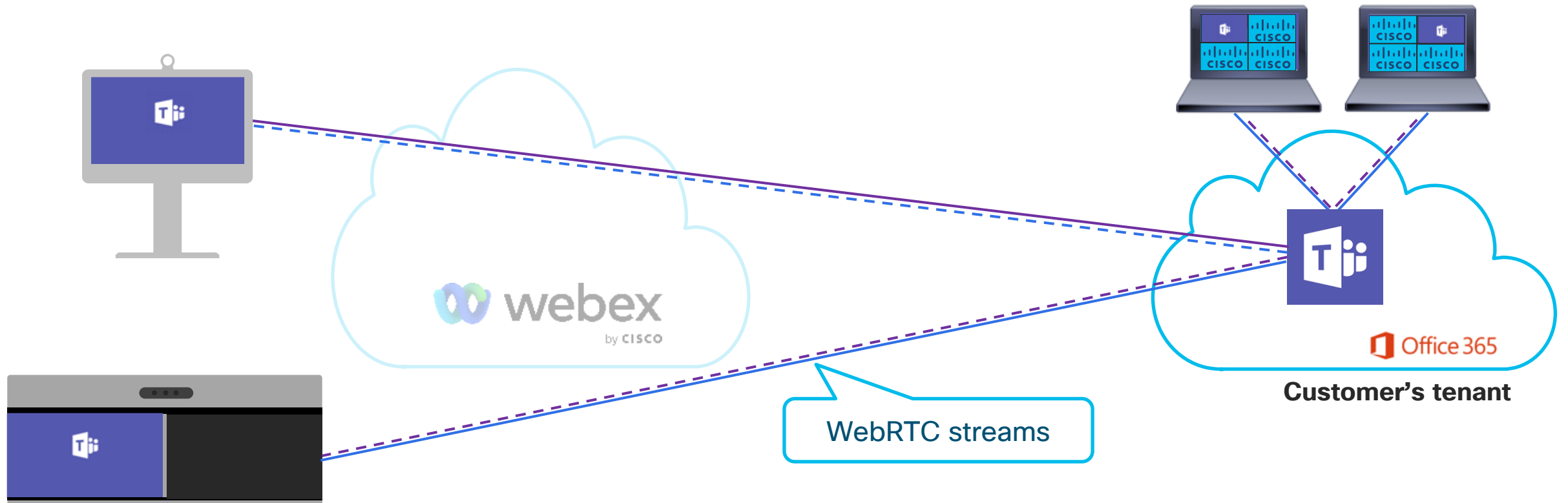
Architecture

WebRTC “Architecture” Overview

The Microsoft Teams **Web App** supports a **single-screen layout**
Available **only with Web Engine-enabled devices** (devices must be cloud registered or enabled with Edge for Devices)



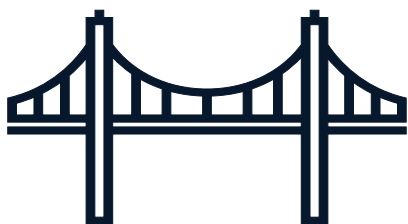
WebRTC In-Meeting Signaling and Media



--- Microsoft signaling
— Microsoft media

- WebRTC traffic for both cloud registered and cloud aware video devices
 - direct flow from the customer's premises to the Microsoft Teams' bridge
 - does not traverse through Expressway
- Ports 80, 443, 3478-3481

Conclusion



Cisco and Microsoft
have come together
to deliver a better user
experience

- 1 Cisco Phones with Microsoft SIP Gateway
- 2 Direct Routing for Microsoft Teams Phone
- 3 Cisco Calling for Microsoft Teams
- 4 Cisco as a certified Microsoft Cloud Video Interop (CVI) partner
- 5 Join Microsoft Teams meetings with Cisco devices via modern web technologies (WebRTC)
- 6 Microsoft Teams Rooms (MTR) on RoomOS

Complete your session evaluations



Complete a minimum of 4 session surveys and the Overall Event Survey to claim a Cisco Live T-Shirt.



Earn up to 800 points by completing all surveys and climb the Cisco Live Challenge leaderboard.



Level up and earn exclusive prizes!



Complete your surveys in the Cisco Live Events app.

Continue your education



Visit the Cisco Stand for related demos



Book your one-on-one Meet the Expert meeting



Attend the interactive education with Capture the Flag, and Walk-in Labs



Visit the On-Demand Library for more sessions at www.CiscoLive.com/on-demand

Contact me at: Insert preferred comms method

Thank you

CISCO Live !

