



You make **possible**



Cisco IP Phone Update

Best Practices and Collaboration
Enablement

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BRKUCC-2050

CISCO *Live!*

Barcelona | January 27-31, 2020



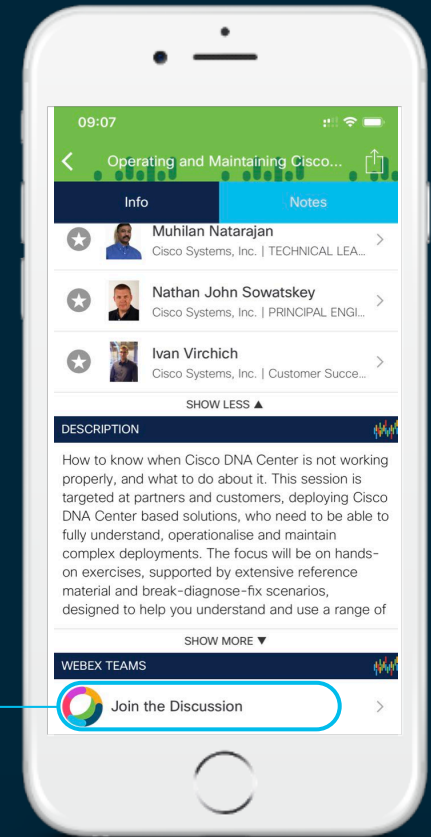
Cisco Webex Teams

Questions?

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

How

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

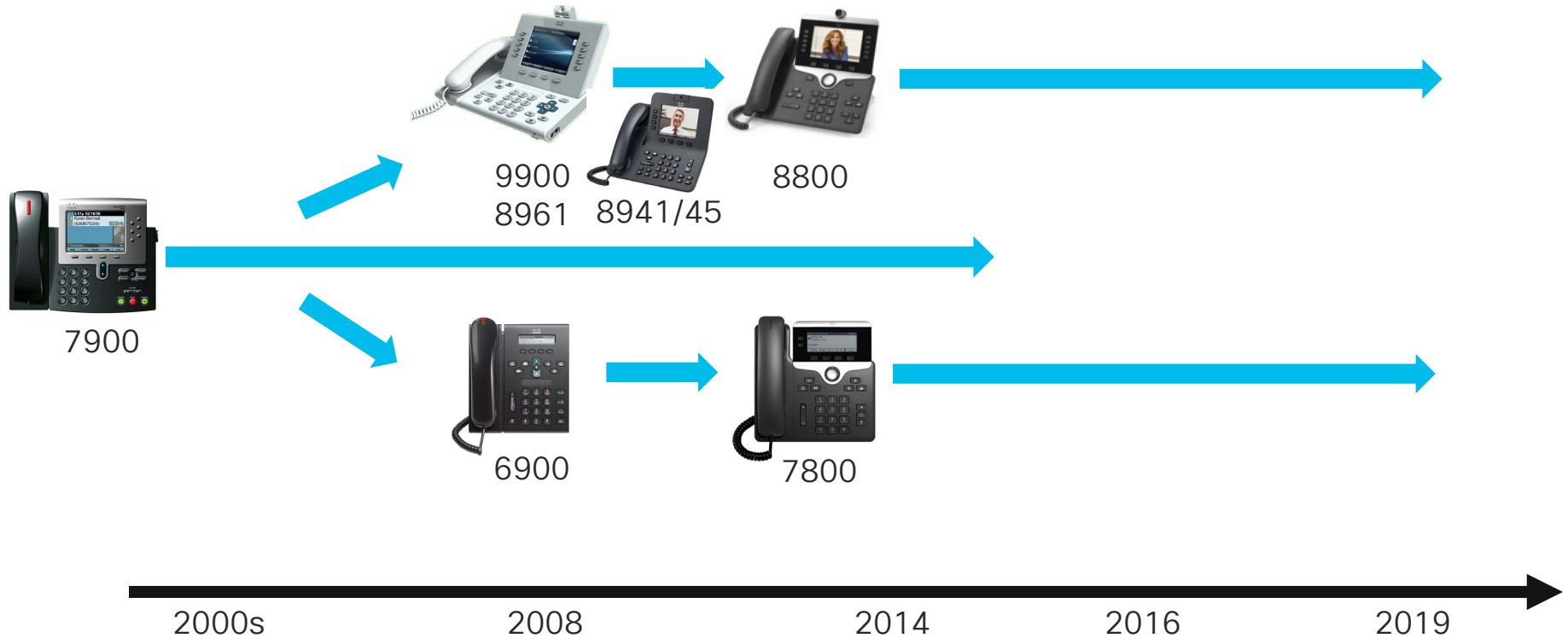


Agenda

- Introduction
- User Experience and Firmware Updates for 7800/8800
- Cisco Headset 500 and 730 Series
- Cisco Conferencing Phone Updates
- Cisco Wireless IP Phone

A Short History of Cisco IP Phones

Evolution of 7800/8800



Cisco IP Phone 7800 Series

Key Features

CP-7811



CP-7821



CP-7841



CP-7861



Replaceable Bezel	✓	✓	✓	✓
Screen	384 x 106 Mono (3.28")	396 x 162 Mono (3.5")	396 x 162 Mono (3.5")	396 x 162 Mono (3.5")
Ethernet Switch	10/100	10/100	10/100/1000	10/100
Programmable Line Keys	N/A	2	4	16
Programmable Soft Keys	4	4	4	4
Headset Port	N/A	✓	✓	✓
EHH Support (AUX)	N/A	✓	✓	✓
Full Duplex Speakerphone	✓ (Narrowband)	✓	✓	✓
Wideband Audio	Available with additional wideband handset	✓	✓	✓
POE Class	1	1	1	1
Protocols	SIP	SIP	SIP	SIP

Cisco IP Phone 8800 Series

Key Features



CP-8811



CP-8841



CP-8845



CP-8851



CP-8861



CP-8865

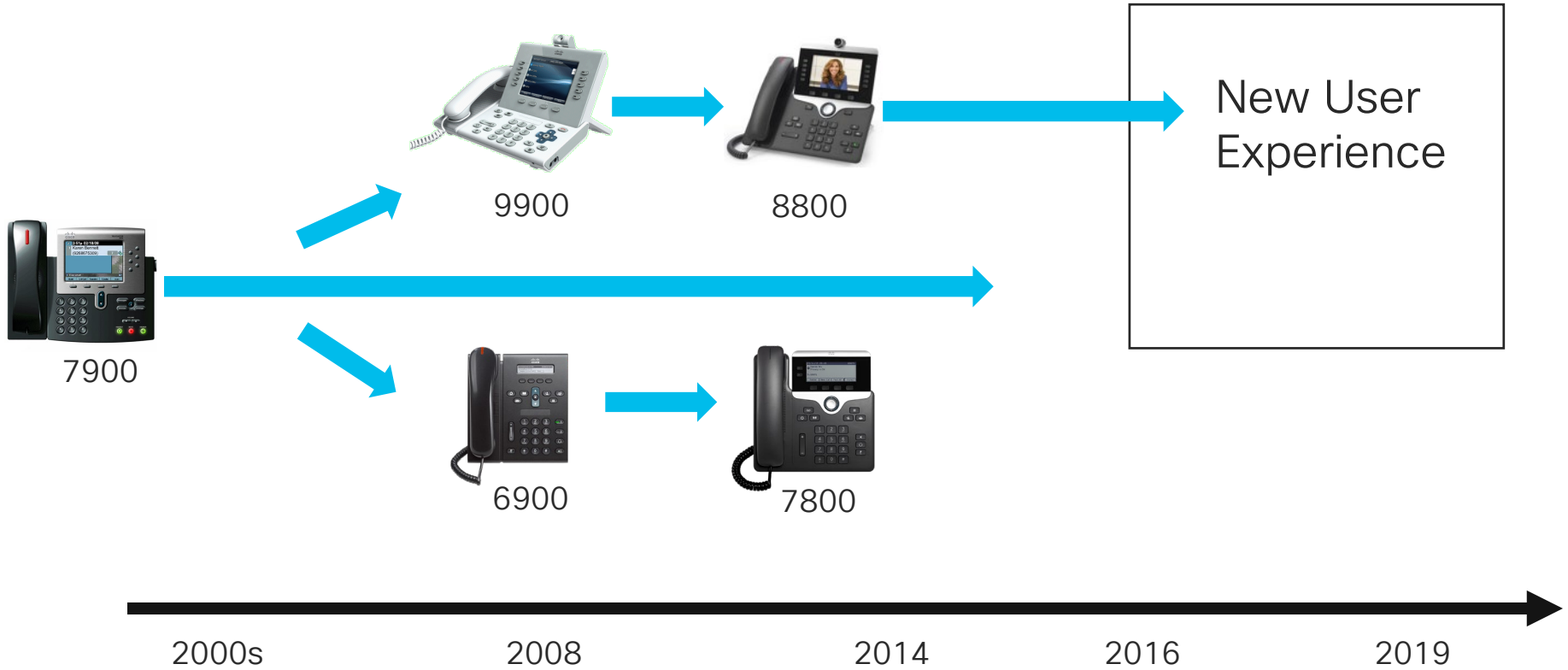
Display	800 x 480 Greyscale(5")	800 x 480 WVGA (5")	800 x 480 WVGA (5")	800 x 480 WVGA (5")	800 x 480 WVGA (5")	800 x 480 WVGA (5")
Ethernet Switch	10 / 100 / 1000	10 / 100 / 1000	10 / 100 / 1000	10 / 100 / 1000	10 / 100 / 1000	10 / 100 / 1000
Programmable Line Keys	5 x 5	5 x 5	5 x 5	5 x 5	5 x 5	5 x 5
Programmable Soft Keys	4	4	4	4	4	4
Headset Port (RJ9)	✓	✓	✓	✓	✓	✓
EHS Support	✓	✓	✓	✓	✓	✓
Full Duplex Speakerphone	✓	✓	✓	✓	✓	✓
Wideband Audio	✓	✓	✓	✓	✓	✓
Integrated Bluetooth			✓	✓	✓	✓
USB				✓	✓	✓
KEM Support				✓ (2)	✓ (3)	✓ (3)
Wifi					✓	✓
External Audio Port					✓	✓
HD 720p Video			✓			✓
POE Class	2	2	2	4	4	4

User Experience Enhancements

Firmware 11.5 to 12.1(1)

Posting date: March, 2018

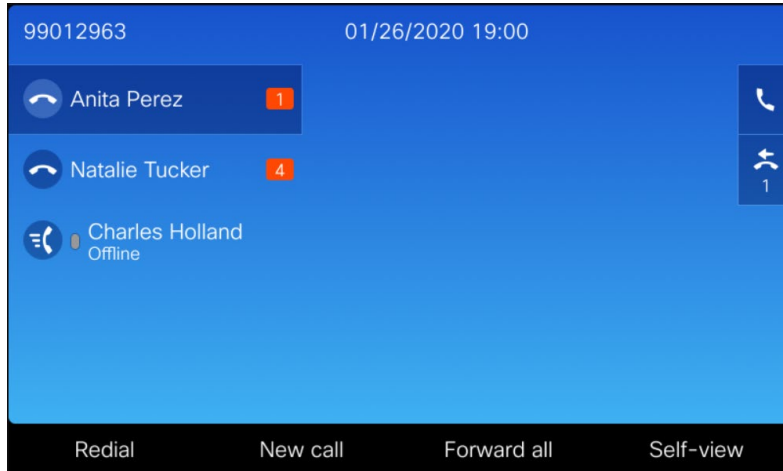
A Short History of Cisco IP Phones



New User Experience

12.0 Firmware or higher

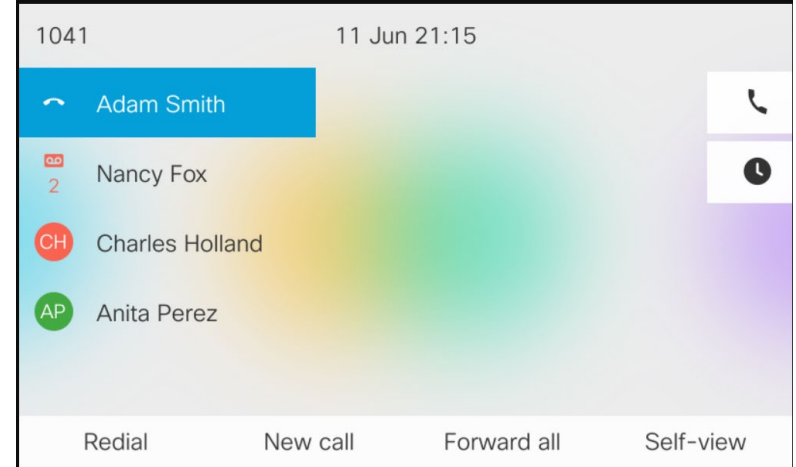
11.5



11.5 Firmware

- Default wallpaper is blue
- Bottom softkey ribbon is black

12.0



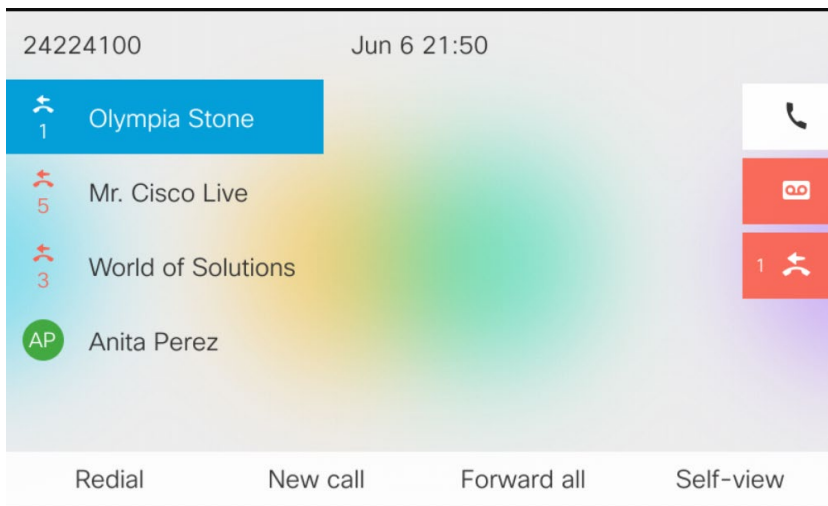
12.0 Firmware

- Default wallpaper is brighter
- Bottom softkey ribbon is light
- Overall appearance is cleaner
- Rotating calls counters and voicemail

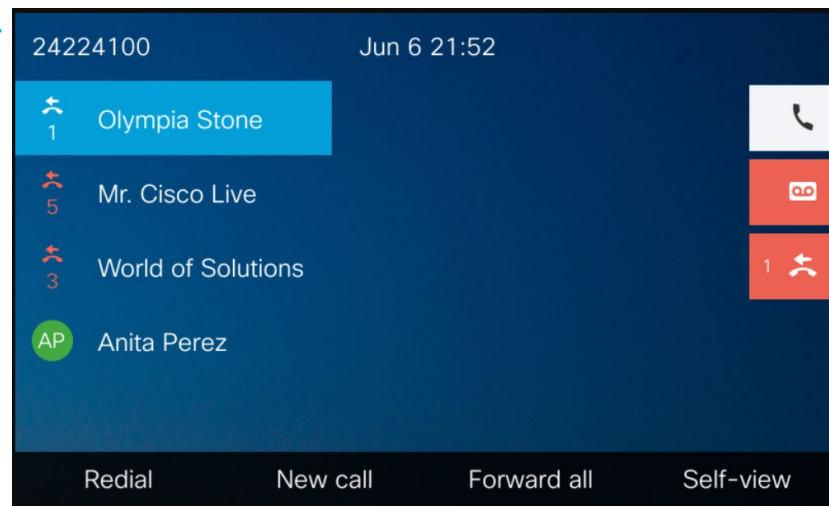
Dynamic Fonts

- Fonts dynamically change depending upon darkness of wallpaper
- Black text on white background, or white text on dark background

12.0 Firmware Default

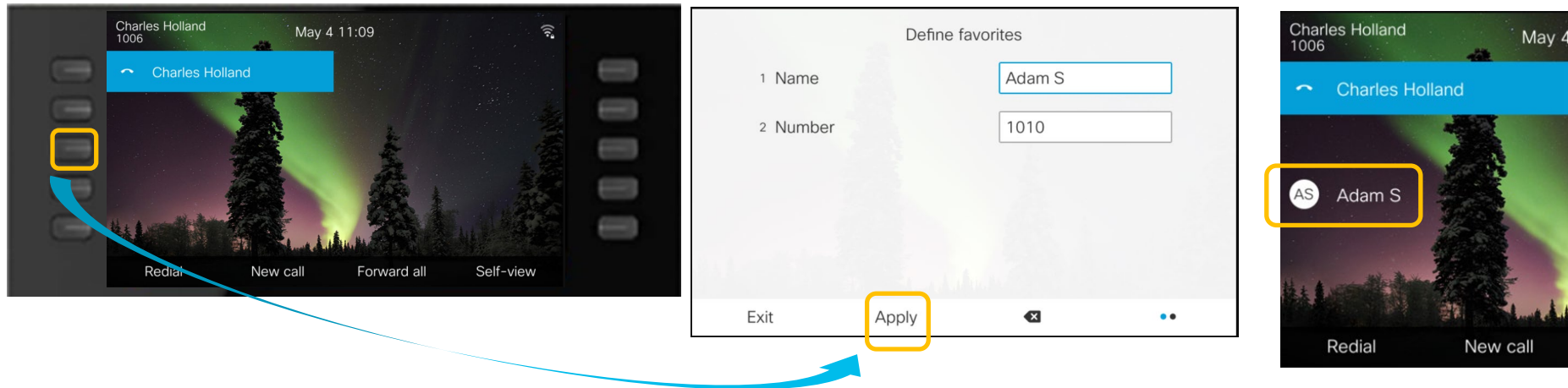


12.0 Firmware w/ Blue Background



Speed Dial Enhancement

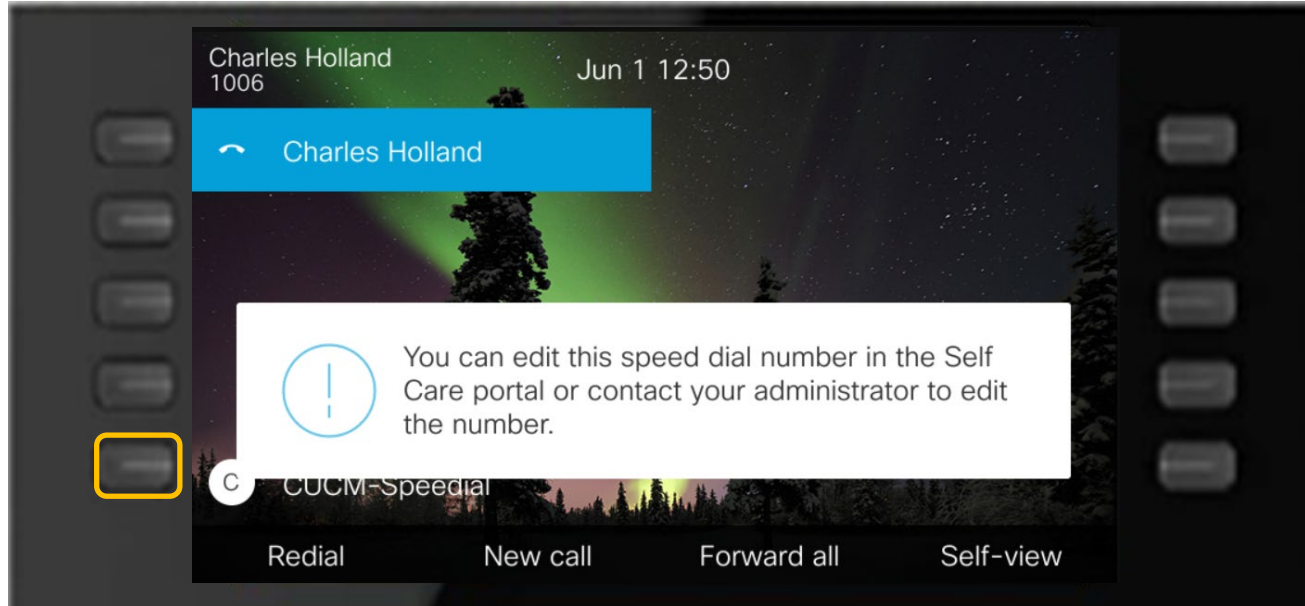
- End users can now configure speed-dials without the Self Care Portal
- Long press any free button for 2 seconds
- Works on 8800 Phone Series, new KEMs and old KEMs
- Edit or delete any speed-dial button created from your phone*



* You cannot use your phone to edit or delete a speed-dial button created from the Self Care portal or CUCM

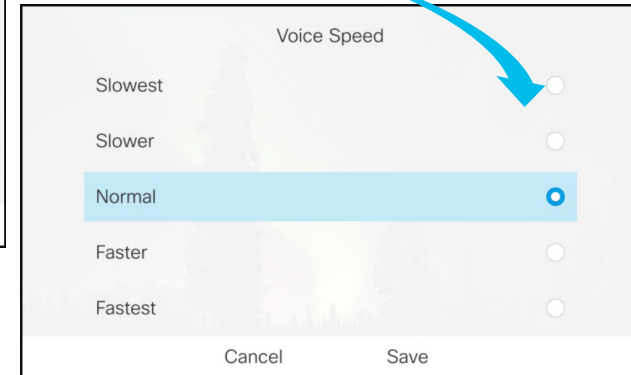
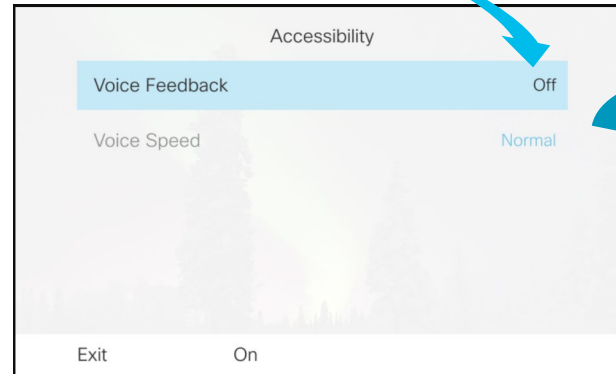
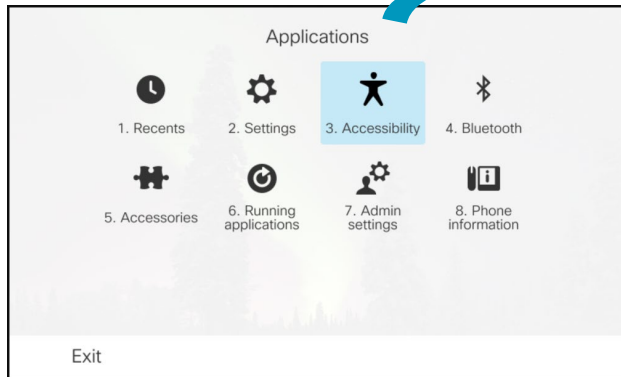
Speed Dial Enhancement

- The end user cannot override a CUCM provisioned Speed dial
Example: Button 5 has a CUCM Speed dial and I long press the button for 2 seconds



Voice Feedback for 8800 Series

- Makes it easier for people with low vision or who are blind to use the phone
- Assists you as you navigate your phone settings and screens
- A voice reads out incoming Caller IDs, displayed screens, settings, and functions



Enable this feature from the Accessibility setting on your phone

Feature
Enhancements

Phone Firmware
12.5(1)SR3


Activation Code Onboarding for CUCM

- This new functionality provides assurance that a new or untrusted phone seen on the network cannot register with Cisco Unified Call Manager without first having an activation code and having its internal Manufacturing Installed Certificate (MIC) verified
 - Allows for phones to be onboarded in a bulk fashion without requiring the use of auto-registration
 - Supported phone models in CUCM 12.5 SU1 7811, 7821, 7832, 7841, 7861, 8811, 8832, 8841, 8845, 8851, 8851NR, 8861, 8865, and 8865NR
 - MRA Onboarding Planned Dependencies: Expressway X12.5.3 + CUCM 12.5 SU1 + 78xx/88xx 12.5(1)SR3
 - See BRKUCC-2801 Enabling External Collaboration with Expressway

System ▾ Call Routing ▾ Media Resources ▾ Advanced Feat

Activation Code

Status


 Status: Ready

Device Information

Product Type: Cisco 8865
Device Protocol: SIP
Device Name: BAT851311419397
Device Description:

Activation Code

The activation code associated with this device record is:

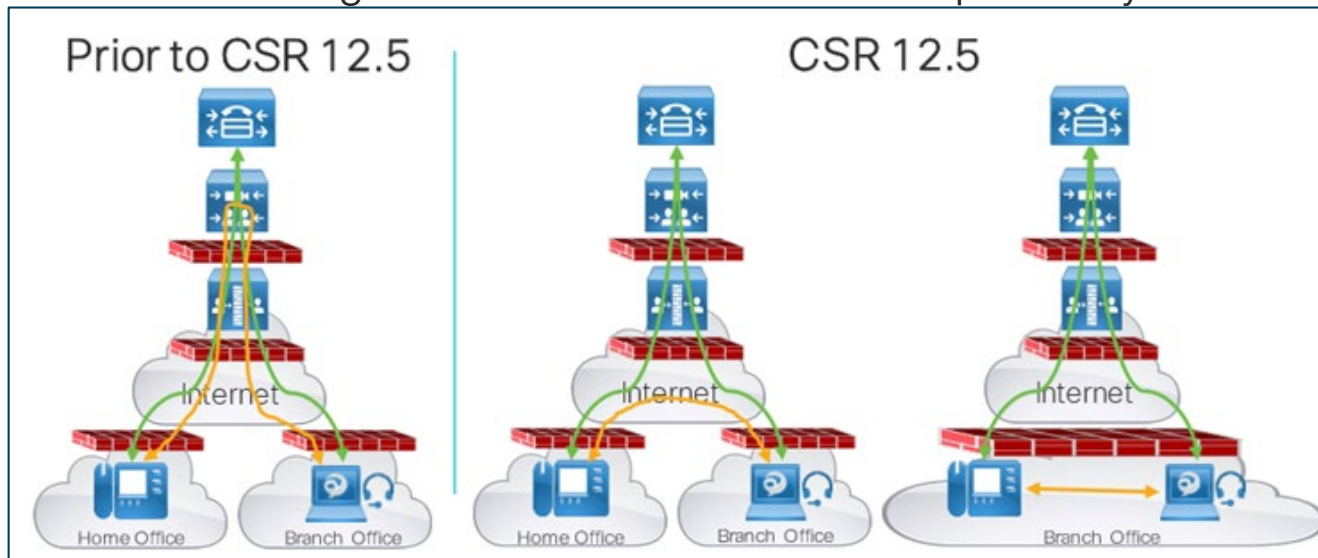


7018-0133-1415-7211

Expires on: 01/17/2019 14:41

Media Path Optimization for MRA Calls

- Requires 12.5 or higher phone firmware on 7800/8800
- Requires CUCM 12.5 + Expressway X12.5
- See BRKUCC-2801 Enabling External Collaboration with Expressway



Feature
Enhancements

Phone Firmware
12.6










Best Practices for 8800/8961/9900 “Session Mode”

Revert to Primary Line Behavior

1. Show All Calls on Primary Line (Set to Enable)
2. Revert to All Calls (Set to Enable)
3. Enable Actionable Incoming Call Alert (Default = Enable)
4. Always use Primary Line (Set to off)

“Revert to All Calls” **requires**
“Show All Calls on Primary Line”

Both parameters are
disabled by default

24224100 (All calls)		Jun 4 18:26	
 Olympia Stone	1	Anita Perez On Mr. Cisco Live	01:00 
 Mr. Cisco Live	2	Taylor Bard On Mr. Cisco Live	00:46 
 World of Solutions	3	8832 Conference Phone On Mr. Cisco Live	00:41 
 Anita Perez	1	Charles Holland On World of Solutions	00:29 
	2	Nancy Fox On World of Solutions	00:19 
		End call	Park Show detail

Show All Calls on Primary Line* ▼

Revert to All Calls* ▼

Major Enhancements to 8800 “Session Line Mode”

Revert to Primary Line Behavior

1. Revert to Primary Line functionality now globally enabled
 2. Does not change existing behavior other than revert to primary line is now enabled
 3. Best practice configurations prior to 12.6 unaffected
- “Revert to All Calls” no longer needs to be enabled with “Show All Calls on Primary Line”
 - “Revert to All Calls” now depreciated, but there is no harm in having it enabled

Show All Calls on Primary Line*

Enabled ▼

Revert to All Calls*

~~Enabled ▼~~

No longer needed

12.7 Firmware Update

New Audio and Video Dual LCD KEMs

New Audio KEM
CP-8800-A-KEM=

New Video KEM
CP-8800-V-KEM=

Old Audio/Video KEM



USB charging

100%
space
used



4.3 inches width



No angle
for video
phones

No USB
charging

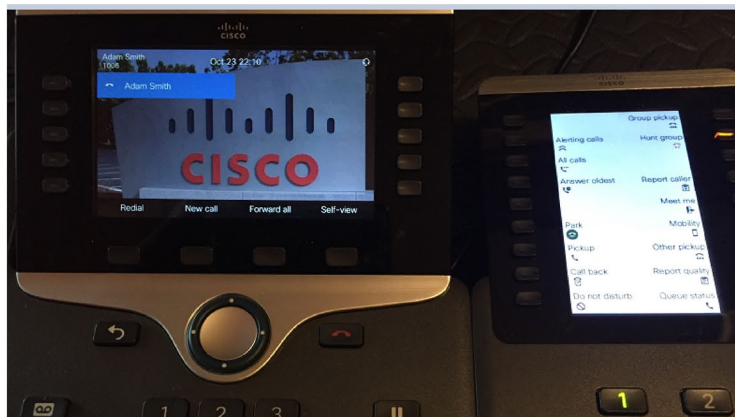
Unused
space

5.5 inches width

cisco *Live!*

Customized KEM Wallpaper

Before 12.7



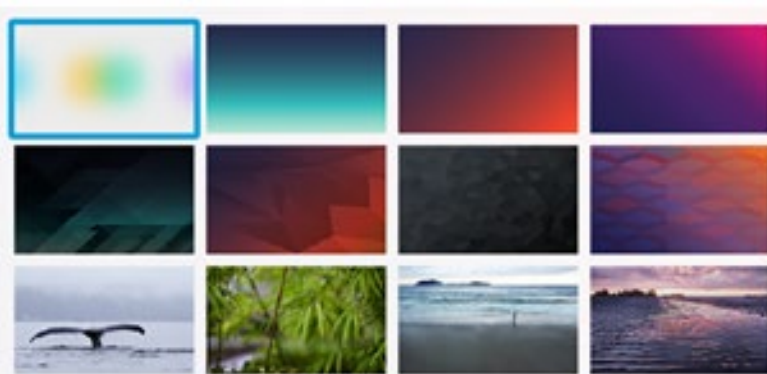
12.7 or higher



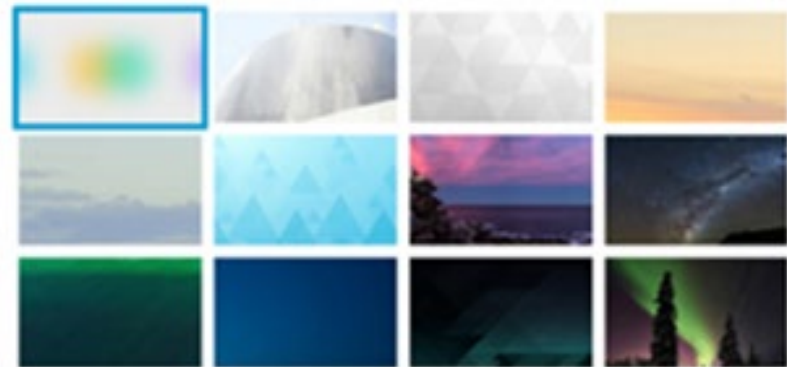
1. Upload pictures to CUCM TFTP server. The picture's resolution matches the directory. The pictures need to have the **same name** in all directories and be in PNG format. Example: cisco1.png
 - Desktops/800x480x24 --- for main phone screen wallpaper
 - Desktops/320x480x24 --- for the new 8800-A/V-KEM wallpaper
 - Desktops/272x480x24 --- for BEKEM wallpaper
2. Restart TFTP. On a new Common Phone Profile, uncheck "Enable End User Access to Phone Background Image Setting. For "Background Image" put wallpaper (i.e., cisco1.png)
3. Apply Common Phone Profile to the phone

Wallpaper Whitepaper Update

- Go to <http://cs.co/custom-wallpaper>
or
- <https://www.cisco.com/c/dam/en/us/products/collateral/collaboration-endpoints/unified-ip-phone-8800-series/white-paper-c11-740036.pdf>



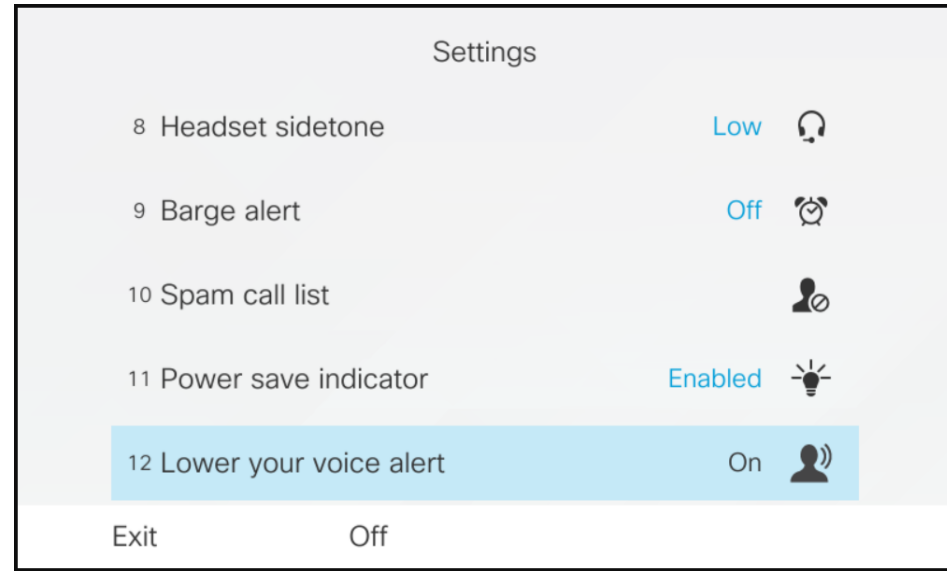
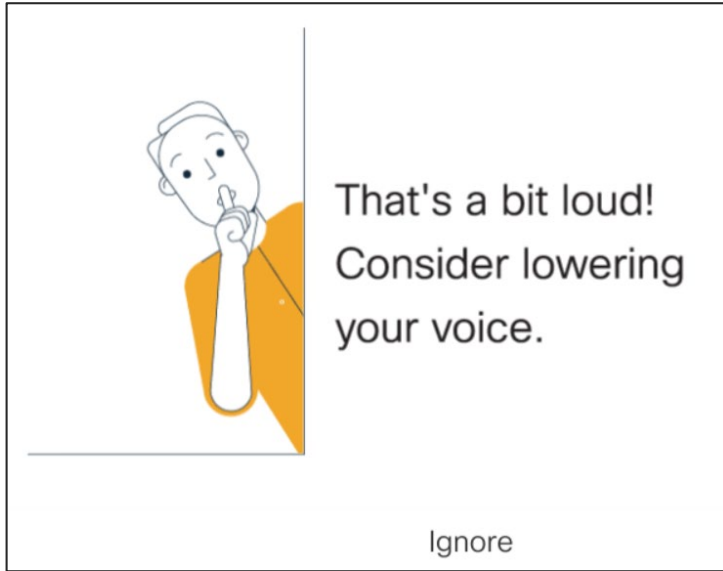
Old Backgrounds



New Backgrounds

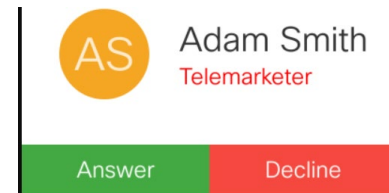
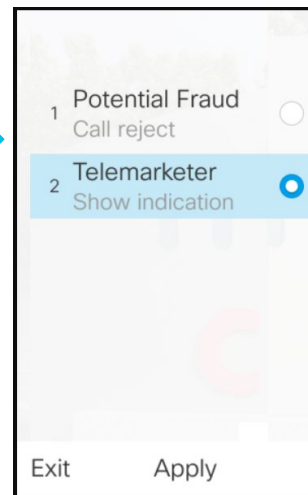
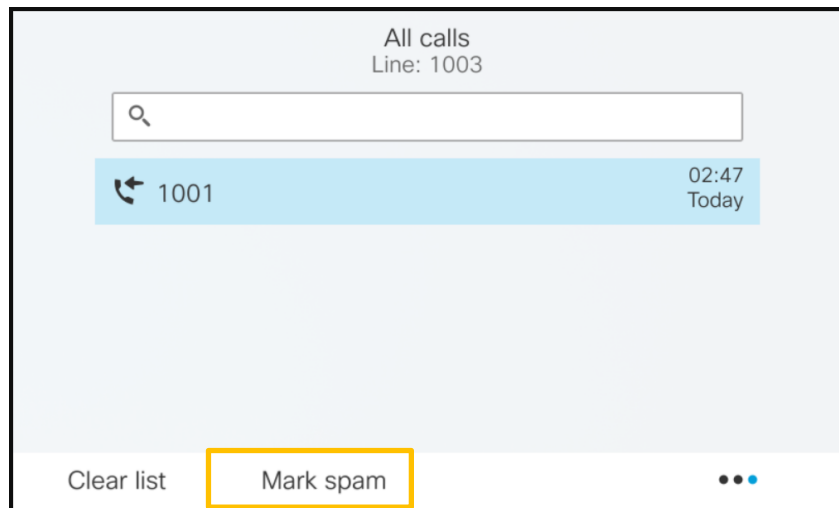
Lower Your Voice

- Loud voice will trigger alert to lower your voice
- Useful in open office environments
- Works with handset or headset
- Can be easily disabled in settings



Spam Detection

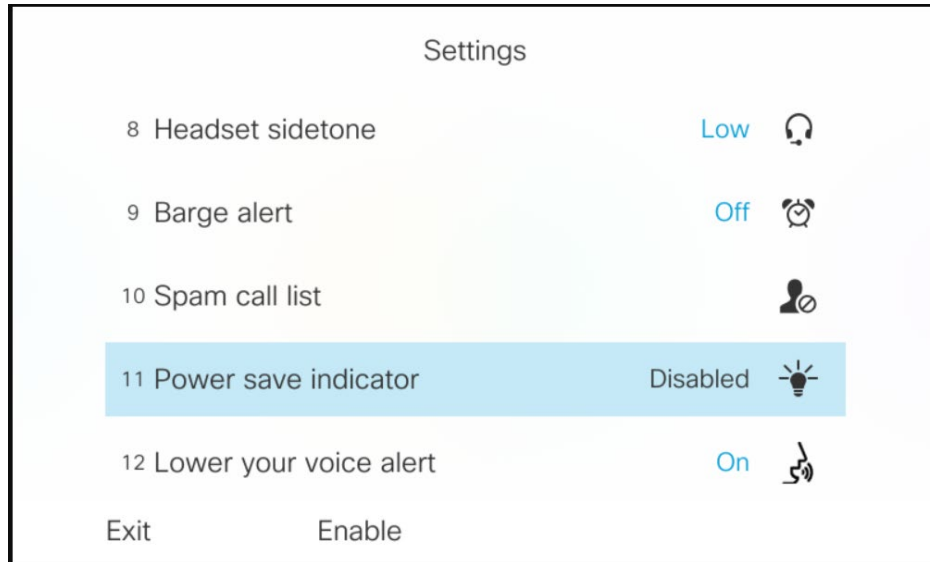
- Allows end user to classify calls that are potential fraud or telemarketing using a softkey in call history
- Choosing “Potential Fraud” blocks the calls
- Choosing “Telemarketer” allows future calls but flags it
- Flagged entries can be easily removed in settings



Disable Circular Light

Use cases:

- Hospitality
- Boats
- Environments requiring darkness



E-Hook By Default for 7800/8800

New in 12.7 Firmware

Settings -> Aux Port -> Connect e-hook headset

Please select a menu item

- 1 Network setup >
- 2 Security setup >
- 3 Status >
- 4 Aux port >
- 5 Reset settings >

Exit

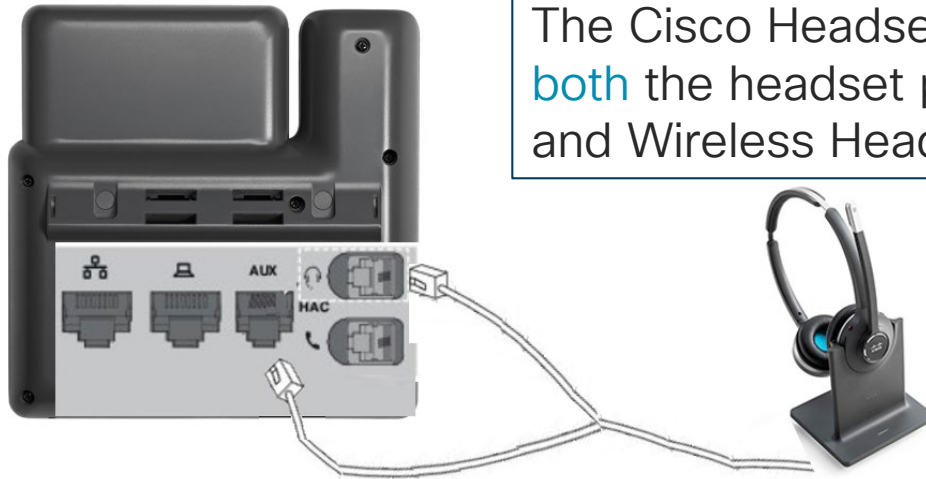
Aux port

- 1 Connect e-hook headset ✓
- 2 Collect console log

Exit

Set

Wireless Headset Hookswitch Control and Y-cable



The Cisco Headset 560 Y-Cable must be plugged into **both** the headset port and the AUX port on the phone and Wireless Headset Hookswitch Control Enabled

RESOLVED IN 12.7 FIRMWARE. PHONE WILL AUTOMATICALLY ENABLE THIS PARAMETER

Wireless Headset Hookswitch Control*

Enabled

Important! It is **required** to enable Wireless Headset Hookswitch Control parameter on CUCM in order for the Y-cable to work on the 78xx or 8811/41/45

cisco *Live!*

Show Admin Settings on Phone Web Page

The administrator can now see admin settings on phone webpage:

- Port: How the headset connects
- Version: Headset firmware
- Radio range: DECT Radio Range
- Bandwidth: Narrowband or Wideband
- Bluetooth: Enabled or Disabled
- Conference: Enabled or Disabled

Model number	CP-8865
Message waiting	No
UDI	phone
	Cisco IP Phone 8865, Global
	CP-8865
	V00
	PUC193200WY
Cisco Headset 560 Series with Multi Base	
	Port: USB
	Version: 2-0-0001-5
	Radio range: Medium
	Bandwidth: Wideband
	Bluetooth: Enable
	Conference: Disable
Time	22:24:30
Time zone	Etc/GMT

8800 phone support for Cisco Headset 730 Series

Users can customize their headset from the phone screen. The 730 USB cable can connect to the 8851/61/65 for:

- Charging the headset
- Firmware upgrade
- Customization*
- Inventory management*

* CUCM 12.5 SU1 or 11.5 SU7



Connection Type	8845	8851	8861	8865
USB (Adaptor or USB-C cable)	Not supported	Supported	Supported	Supported
Bluetooth (pairing with phone)	Supported	Supported	Supported	Supported

Cisco Headset 500 Series

Headset Customization and Cisco Phone

Headset Customization Availability	8851/61/65	8811/41/45	78xx
USB Cable (52x, 53x, 56x, 730)	Yes	-	-
Y-cable (56x)	Yes	Yes	Yes

Record / Playback:

Test microphone

Gain:

Adjust the microphone gain

Equalizer:

Adjust audio tune/bass

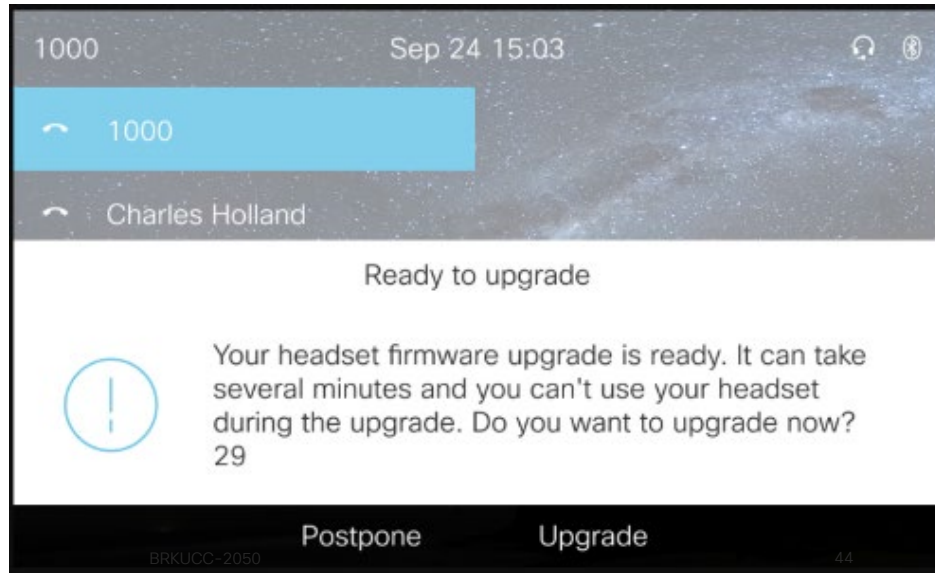
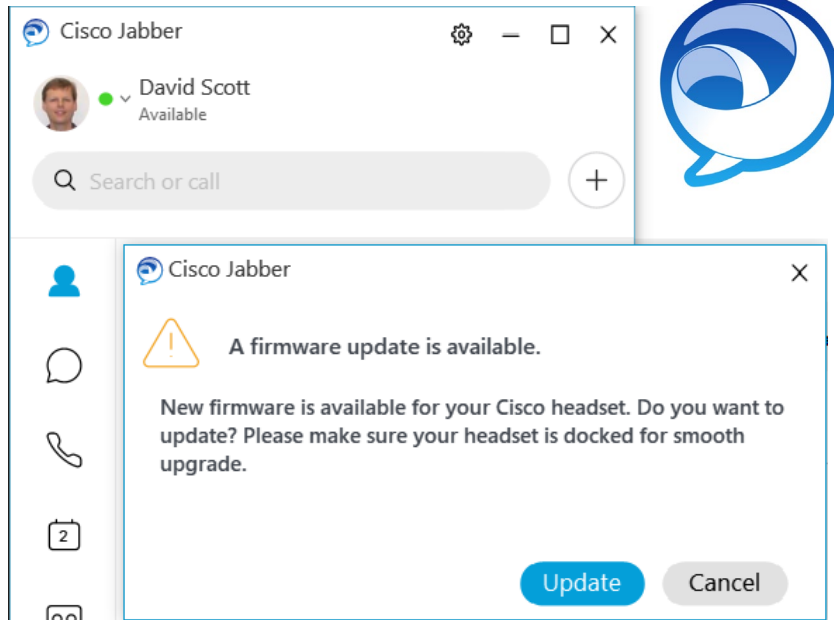
Side Tone:

Adjust sound from microphone



CUCM Upgrade Support via Phones or Jabber

- Headset firmware can be pushed to the Headset from CUCM
- You upgrade the headset using 7800/8800 or Jabber
- The headset icon on top right will show an animated down arrow indicating upgrade in progress



500 Series Model Comparison



520 Series

530 Series

560 Series Standard Base

560 Series Multibase

Models in Series	521/522	531/532	561/562	561/562
Planned GA	Now Shipping!	Now Shipping!	Now Shipping!	Now Shipping!
Type	Wired	Wired with Quick Disconnect	Wireless (DECT 6.0)	Wireless (DECT 6.0)
Designed for	Office	Contact Center	Office / Contact Center	Office / Contact Center
Simultaneous connections	1	1	1	3
Connectors (included)	3.5mm and USB Adapter	QD to RJ9 (for phones) or QD to USB Adapter	USB-A and RJ9/RJ11 (Y cable)	2 USB-A and RJ9/RJ11 (Y cable)

Cisco Headset 521/522 and 531/532







521/522
Connector:



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

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

USB indicator

Incoming Call	Blinking Green	
Active Call	Steady Green	
Muted Call	Steady Green	
	Steady Red	



531/532
Connector Options:



USB



RJ-9:
for non-USB Cisco Phones

Cisco Headset 561/562 with Standard Base or Multibase



Standard Base

Connectivity:

1 USB or RJ9/11 cable

CP-HS-WL-561-S-EU=

CP-HS-WL-562-S-EU=

Frequency Band: Europe, UK, Asia,
South Africa, HK, Australia

- **Wireless**
 - Exceptional Clarity
 - Extended Range (DECT 6.0)
- **Best-in-Class Audio**
 - Adaptive for voice and music
- **Easy Enterprise Deployment**
 - User-based Policy
 - Automatic Software Upgrades
 - Native Integration for Plug & Play
- **Robust On-Ear Controls**
 - Advanced call handling, mute, volume
- **Security**
 - 128 Bit – Step C (Highest DECT Standard)
- **Easy to Order**
 - Cisco cabling included



Multibase Connectivity:

1 USB or RJ9/11 cable

1 USB to laptop or PC

1 Bluetooth connection

CP-HS-WL-561-M-EU=

CP-HS-WL-562-M-EU=

Frequency Band: Europe, UK, Asia,
South Africa, HK, Australia

561/562 Headset Buttons and LEDs

Headset has 3 buttons: Mute, Call*, and Volume

Volume Rocker



Call Mute

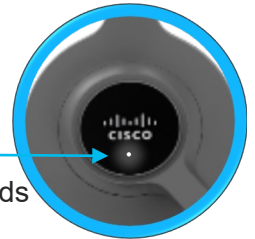


Red & White LED

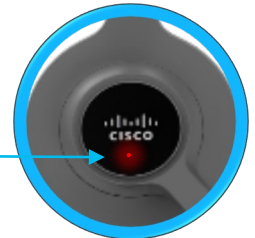


White LED = link status

Paired = blinks every 4 seconds
Not paired = blinks rapidly



Red LED = ongoing call



*Call button can also be used as power button: Press for 4 seconds to turn off or on

Multibase Details



Multibase Source Console:

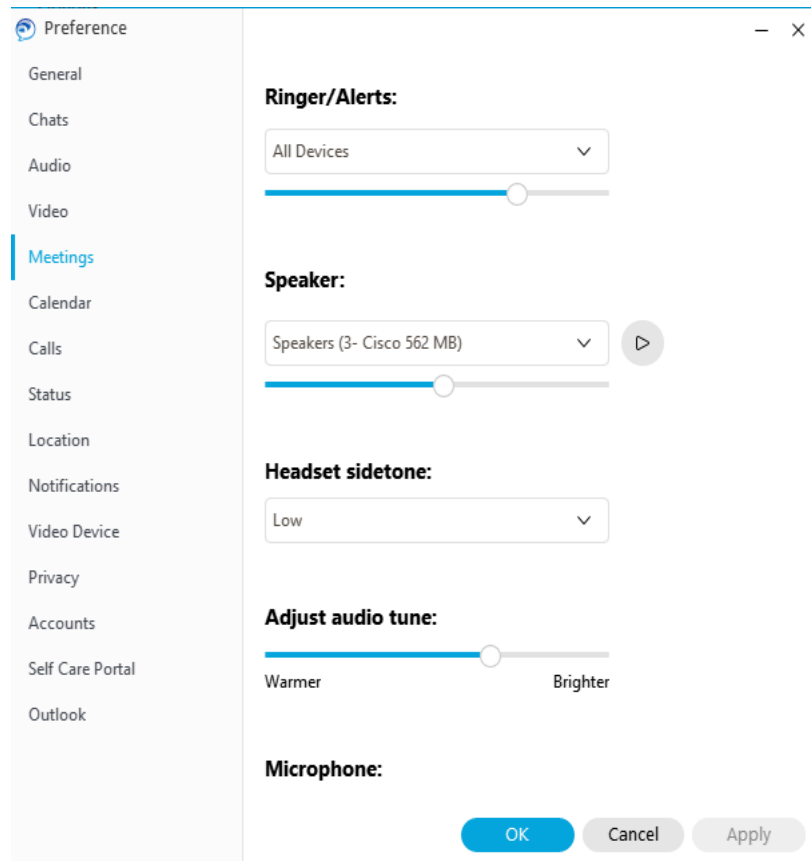
- Deskphone (USB-USB TypeA or Y-cable)
- Laptop (Micro-USB cord)
- Mobile (Bluetooth)

Alerts you to the call state:

- Active Source → Steady white
- Incoming call → Blinking green
- Active call → Steady green
- Call on an inactive source → Pulse green

Cisco Headset 1.5 Firmware Features

- Enhanced Bluetooth capability
 - Save up to 4 paired Bluetooth devices with multibase
- Updated headset settings in Jabber 12.6
- Ringtones for incoming calls
 - When you have an incoming call, you hear the ringtone in your headset
- Reset Headset Setting (phone)



Cisco Headset 500 Series Conferencing

- Allow a maximum of 3 guest headsets to pair with one dock (4 total)
- All headsets can talk to each other anytime, even if there is no active call
- Guest headsets join the call muted. They can unmute themselves if desired.

Connect:

1. Dock Guest headset in primary dock
2. Primary headset receives tone indication
3. Primary headset confirms with call button

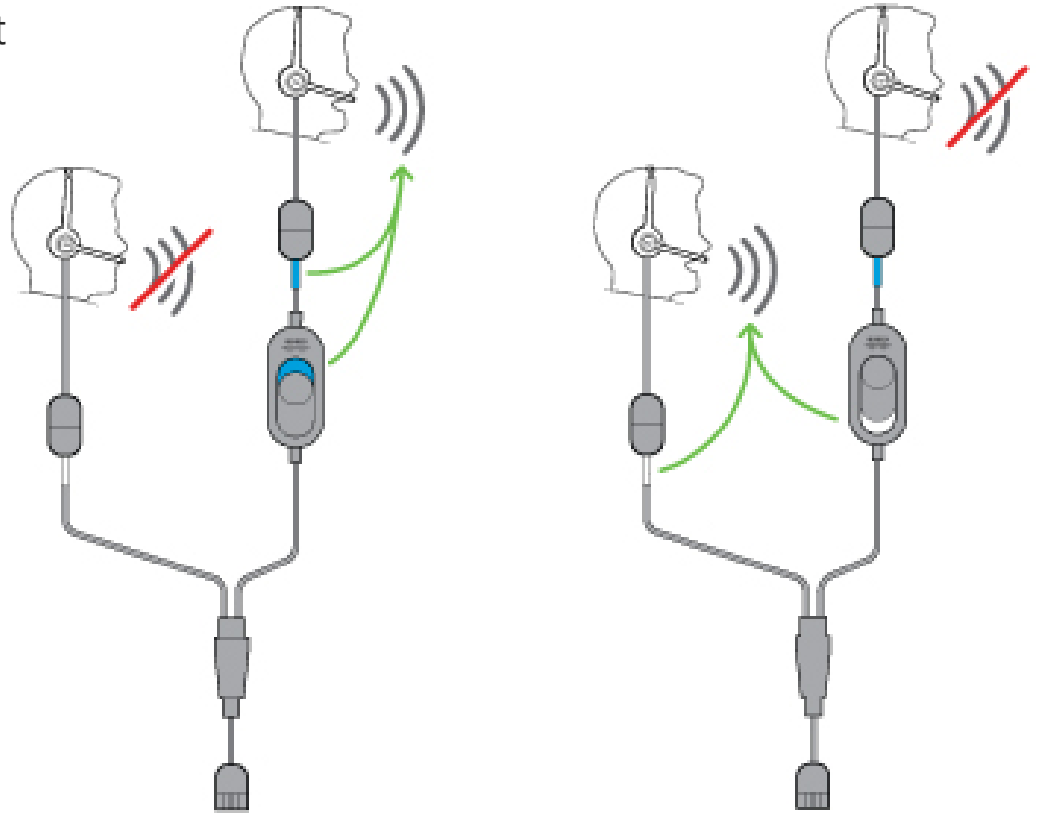
Disconnect:

- Place the primary headset into primary dock



Cisco Headset 530 Series Y Training Cable

- You can connect a second headset for the purposes of training
- A switch on the cable allows only one microphone to be active at a time
- The color on each arm of the cable corresponds to the colors on the switch



Multibase: Answer Call on Another Source

In 1-5-1-15, if there is incoming call on inactive source, the user will be not able to answer it via headset button

In firmware 2.0, the user can answer an incoming call on the inactive source via the headset button

Example:

- Cisco IP phone connects via USB-A
- PC connects via micro-USB
- While listening to music on PC, there is an incoming call on the Cisco IP phone
- Pressing call button on headset will answer the incoming call and auto-select the source USB-A



Cisco Headset
Management with
CUCM 12.5 SU1
and
CUCM 11.5 SU7

CUCM 12.5 SU1 and 11.5 SU7 Headset Support

- **Inventory Management:** CUCM will provide reports based on headset model, connection status, firmware releases, connections, and more
- **Remote Configuration:** CUCM will be able to control headset settings, including wireless power range, wideband/narrow band settings, firmware version, Bluetooth on/off, and more (along with templates to help guide administrators)
- **Analytics and Diagnostics:** CUCM call records (CMRs) will be enhanced with additional metrics from headsets, such as RSSI (wireless signal strength), frame errors, connection drop reason, beacon moves, audio settings, DECT bandwidth, and more
- **Remote Log collection:** The CUCM user interface and the Real Time Management Tool (RTMT) will be able to trigger log collection, including headset logs without any user involvement.
- **Firmware upgrade:** CUCM can push new firmware to headsets using Jabber and IP phones, without the need for extra headset management software. This capability is available today. With CUCM 12.5, administrators will be able to control firmware versions from a configuration template.

Headset Management CUCM 12.5 SU1 & CUCM 11.5 SU7


Live demo here → <https://youtu.be/TXNwo9NlnGc>

The screenshot displays the Cisco Unified CM Administration web interface. At the top left is the Cisco logo and the text "Cisco Unified CM Administration For Cisco Unified Communications Solutions". Below this is a navigation bar with several dropdown menus: System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, Bulk Administration, and Help. The "Device" menu is currently open, showing a list of options: CTI Route Point, Gatekeeper, Gateway, Phone, Trunk, Remote Destination, Expressway-C, Device Settings, and Headset. The "Headset" option is highlighted, and a sub-menu is visible to its right, containing "Headset Template", "Headset Inventory", and "Headset Inventory Summary". On the left side of the interface, there are three warning messages, each preceded by a yellow triangle icon. The bottom of the page features a dark blue banner with the text "Cisco Unified CM Administration" and "System version: 12.5.0.98200-20".

Headset Inventory

Headset Inventory by Model and Quantity

Headset Inventory Status: Active, Inactive, Unassigned

**Cisco Unified CM Administration**
For Cisco Unified Communications Solutions

System ▾ Call Routing ▾ Media Resources ▾ Advanced Features ▾ Device ▾ Application ▾ User Management ▾ Help ▾

Headset Inventory Summary

Headset Inventory by Model

Headset Model	Quantity
530	15
560	1
561	2
562	26
Non-cisco	14

Headset Inventory by Status




Headset Model	Active (Seen in the last 30 days)	Inactive (Not Seen in the last 30 days)	Unassigned (No End User association)
530	6	9	0
560	1	0	0
561	2	0	0
562	16	10	0
Non-cisco	11	3	0

Headset Inventory Detailed


Serial Number, Model, Type, Firmware, User, Template, Status, Phone, Software, Age

Find and List Headset Inventory

Related Links: [Headset Inventory Summary](#) ▼

 Select All  Clear All  Delete Selected

Status

 4 records found

Headset Inventory (1 - 4 of 4)

Rows per Page 50 ▼

Find Headset Inventory where ▼ ▼

<input type="checkbox"/>	Serial Number ▲	Model	Vendor	Type	Firmware	User	Template	Status(since)	Dock model	Device Name	Device Model	Software Version	Headset Age(days)
<input type="checkbox"/>	GTK221712	530	Cisco	Wired	15-18-11			connected (05/15/2019)		CP-8865-SEPAC7E8AB60252	CP-8865	sip8845_65.12-5-1SR3-35	0
<input type="checkbox"/>	WFG2303E01G	562	Cisco	DECT Wireless	1-5-1PA-118			disconnected (05/09/2019)	MB	CP-8865-SEP74A02FC10BF5	CP-8865	sip8845_65.12-5-1SR3-35	0
<input type="checkbox"/>	WFG2238E1G0	562	Cisco	DECT Wireless	1-5-1PA-118	anita		disconnected (05/22/2019)	MB	CP-8861-SEP5006AB70FD8F	CP-8861	sip88xx.12-5-1SR3-35	5
<input type="checkbox"/>	WFG2238E1PH	562	Cisco	DECT Wireless	1-5-1PA-118	adam		disconnected (05/20/2019)	SB	CP-8865-SEPAC7E8AB60297	CP-8865	sip8845_65.12-5-1SR3-35	13

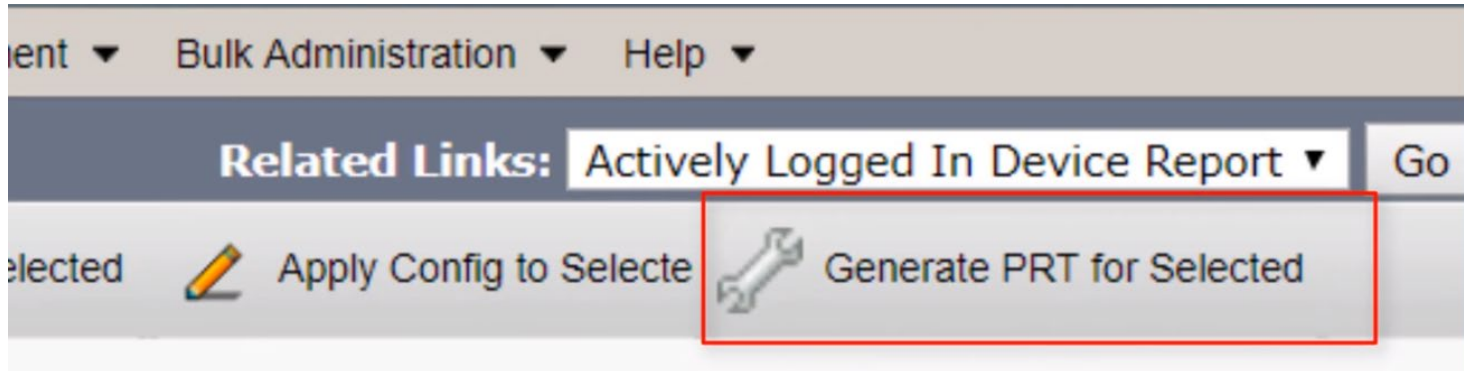
Cisco Headset Service

- There is a new “Cisco Headset Service” in CUCM 12.5 SU1
- This service is required to be activated on both the publisher and subscribers in the cluster

<input type="checkbox"/>	Cisco Intercluster Lookup Service
<input type="checkbox"/>	Cisco Location Bandwidth Manager
<input type="checkbox"/>	Cisco Directory Number Alias Sync
<input type="checkbox"/>	Cisco Directory Number Alias Lookup
<input checked="" type="checkbox"/>	Cisco Headset Service
<input checked="" type="checkbox"/>	Cisco Device Activation Service
<input type="checkbox"/>	Cisco Dialed Number Analyzer Server
<input type="checkbox"/>	Cisco Dialed Number Analyzer
<input checked="" type="checkbox"/>	Cisco Tftp

Troubleshooting

- CUCM 12.5 SU1 or 11.5 SU7 can now remotely generate a Problem Report for 7800/8800 devices you select
- This greatly facilitates troubleshooting a headset attached to the phone
- The 7800/8800 phone must be running 12.5(1)SR3 or higher



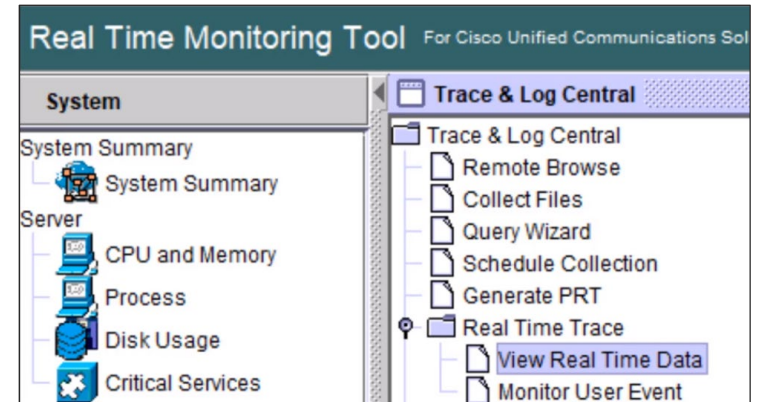
Diagnostics and Alarms

Headset will send related call information to Call Management Records

Data to be collected from headset:

Wireless Info – every call

- RSSI – relative signal strength (average, min, max)
- Frame Errors (total for the call)
- Call/Connection drop reason (N/A if not applicable)
- Beacon moves
- DECT bandwidth



Headset Remote Configuration Minimum Requirements

	Pre-CUCM 12.5 SU1 (Global Policy)	CUCM 12.5 SU1 (Per User Group Policy)
7800/8800 Phone	12.5(1)SR3	12.5(1)SR3
Jabber*	12.6MR+	12.6MR+

*Jabber 12.0 supports Cisco headsets
12.5 adds software upgrade
12.6 will support config management.

- Speaker Volume
- Microphone Gain
- Sidetone
- Equalizer (Tune)
- Audio bandwidth
- Bluetooth
- DECT Radio range
- Firmware Upgrade

Cisco Headset 2.0 Template Update

- New Firmware Source added
 - Allow from UCM or Cisco Cloud (firmware will upgrade only)
 - Restrict to UCM only (firmware may upgrade or downgrade)
- Headset Density & Power range enhancements
 - Medium (default) – balanced mode between user density and mobility
 - Auto – sparse workspace favoring roaming over user density
 - Short – densely populated space favoring user density over roaming

The screenshot displays the configuration interface for a Cisco Headset 2.0. On the left, there is a sidebar with the number '560' and a dropdown menu showing 'Latest (2-0-0001-10)'. The main area contains a list of settings:

Speaker Volume	
Microphone Gain	Default
Sidetone	Low
Equalizer	Default
Audio Bandwidth	Wide Band
Bluetooth	On
Conference	Disable
Firmware source	Allow from UCM or Cisco Cloud(firmware will upgrade only)
DECT Radio Range	Medium Range

The 'Firmware source' and 'DECT Radio Range' settings are highlighted with an orange border.

Cisco Headset DECT Whitepaper

- DECT Whitepaper

[Cs.co/dect](https://cs.co/dect)

- YouTube video walkthrough of whitepaper

<https://youtu.be/7uGqDsRHWMI>

White paper
Cisco public



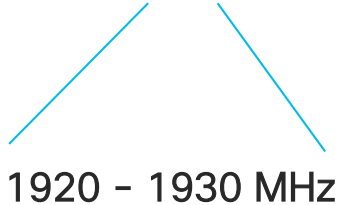
How to Deploy DECT at Work for the Cisco Headset 560 Series

DECT deployment options for the Cisco Headset 560 Series

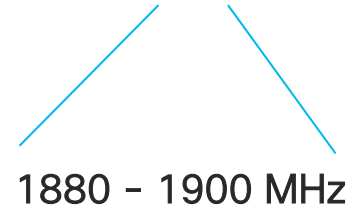
Setting Name	Option	Description
DECT radio range	Medium range (available in November 2019)	Medium transmitting power
	Short range	Low transmitting power
	Auto range	High transmitting power
Audio bandwidth	Narrowband	Lower bit rate
	Wideband	Higher bit rate

Digital Enhanced Cordless Telecommunications (DECT)

North America 1.9GHz



Europe, LATAM, Australia ~1.9GHz



- DECT stands for Digital Enhanced Cordless Telecommunications. It works near the 1.9GHz frequency band and has a far greater range than Bluetooth with less interference.
- There are different DECT models per region due to regulations
- DECT operates using finite radio channels and time slots in a given area

DECT Deployment Range Options

2.0 Firmware and later

Recommended radio range	Region	Max number of users in wideband	Max number of users in narrowband	Typical roaming range [meters]	Minimum base-to-base distance [meters]	Maximum range [m]
Medium range	U.S.	20	40	5	2	45
	E.U.	40	80	5	2	45

Recommended radio range	Region	Max number of users in wideband	Max number of users in narrowband	Typical roaming range [meters]	Minimum base-to-base distance [meters]	Maximum range [meters]
Auto range	U.S.	20	40	20	5	100
	E.U.	40	80	20	5	100

Recommended radio range	Region	Max number of users in wideband	Max number of users in narrowband	Typical roaming range [meters]	Minimum base-to-base distance [meters]	Maximum range [meters]
Short range	U.S.	20	40	2	2	12
	E.U.	40	80	2	2	12

Cisco Headset 730

Cisco Headset 730: 360° view



Cisco Headset 730 Series

Target availability for EMEA Q1 CY 2020



Platinum

HS-WL-730-BUNA-P



Carbon Black

HS-WL-730-BUNA-C

- ✓ Sleek microphone design
- ✓ On-ear buttons for easy call and music control
- ✓ Integrated presence LED light

Manual "Do not disturb"

Call presence

- ✓ Replaceable leather ear cups
- ✓ 2 colors options:

Platinum

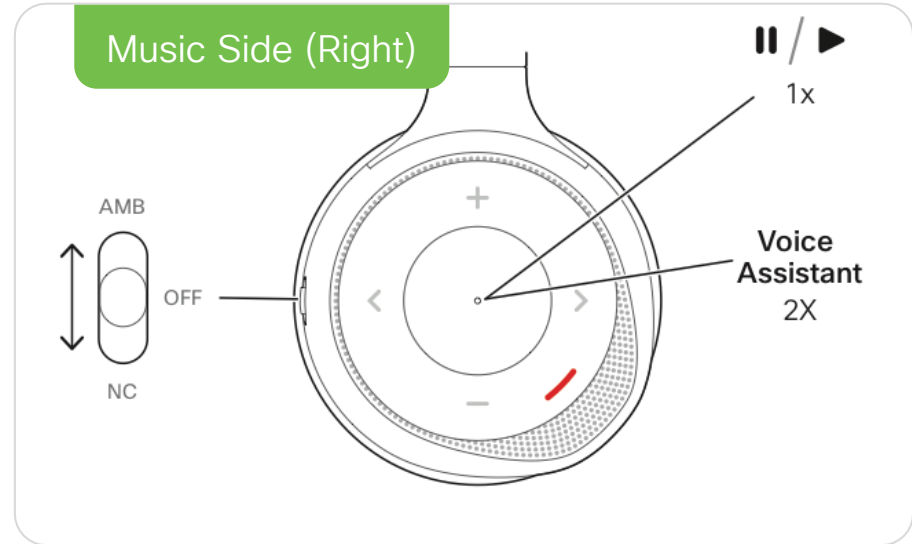
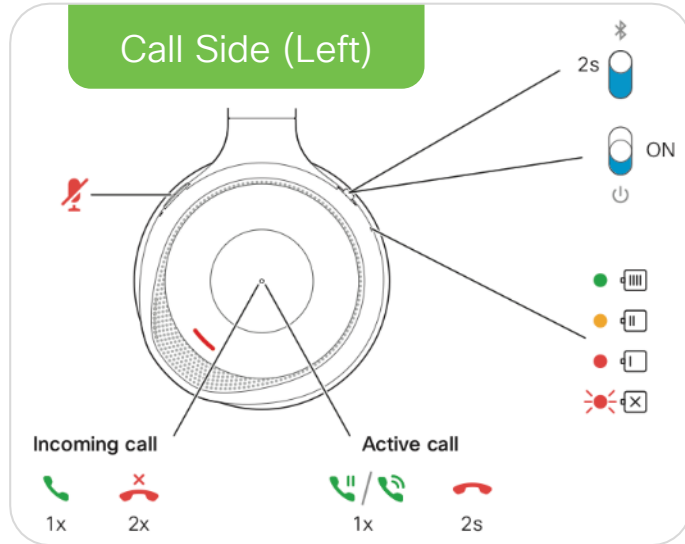
Carbon Black

Premium audio and voice



- ✓ Clear Voice technology: Cisco's voice honing, boom less design coupled with adaptive noise cancellation, background noise suppression, and side tone enabling crystal clear audio. Anytime.
- ✓ Switch between noise cancelling modes:
 - Noise cancellation (NC) – block out environment noise for optimal calling and music experience
 - Ambient (AMB) – ability to hear conversations in user's environment
- ✓ Premium codecs and 40 mm speakers for exceptional calling and music experience
- ✓ Adjustable equalizer settings
- ✓ Voice activated AI: Access Google Assistant, Siri, or Cortana through your headset

Ear controls and battery



Battery

Talk time with ANC
18+ hours

Music/listen time with ANC
25+ hours

Charging Time
150 mins (Full charge)
10 mins (Quick charge for 1-hour talk time)

Power/Bluetooth

- ✓ The Power/Bluetooth switch is located on the back of the left ear cup.
- ✓ To **turn on**, slide the Power/Bluetooth switch up and let go. A voice notification will state remaining battery life.
- ✓ The power LED light also signals the **battery life**.
- ✓ While wearing the headset, slide the switch up and let go to hear the remaining battery life.
- ✓ To **turn off**, slide the power/Bluetooth switch down.

Pairing Mode

- ✓ Slide the Power/Bluetooth switch up.
- ✓ Hold for 2 seconds until you hear **“Pairing mode, look for Cisco Headset 730 in your list of Bluetooth devices”**, and the Bluetooth LED will blink.
- ✓ The headset is now in pairing mode and is discoverable.
- ✓ Once paired, you will hear **“Connected.”**



Noise Cancelling Switch

The Noise Cancelling switch is located on the back of the right ear cup.

- ✓ Slide the switch down to turn on noise cancellation (NC)
- ✓ Slide the switch up to turn on ambient (AMB)
- ✓ Slide the switch in the center to turn off both AMB and NC



Call control side - left

- ✓ The call control side is located on the face of the left ear cup.
- ✓ Press the call button **once** to answer an incoming call.
- ✓ Press the call button **once** to hold an active call.
- ✓ Press the call button **twice** to reject an incoming call.
- ✓ **Press and hold** the call button for two second to end a call.



Music control side - right

- ✓ The music control side is located on the face of the right ear cup.
- ✓ Press < or > to skip a track on your music.
- ✓ Press + or - to adjust your music or call volume.
- ✓ Press the center button to pause or resume your music playback.
- ✓ If you have Auto Pause/Play enabled in the Cisco Headsets app, it will automatically pause music playback when taking off the headset or resume music playback when putting on headset.



USB cable and Headset 3.5mm cable

✔ Use the included USB-C to USB-A cable to manually connect the headset to your computer or phone.

✔ Connecting the cable will charge the headset while still using the Bluetooth connection for media.

✔ If you want the media to go over USB, select Cisco Headset USB in your sound settings of the connected device.

✔ Use the included 3.5mm audio cable to manually connect the headset to your laptop, mobile phone, or 3.5mm device.

✔ Any connected Bluetooth or USB source will have priority over the 3.5mm audio connection.

✔ If the headset battery is dead, the 3.5mm connection allows you to still use it as an analog headset.



Cisco Headset app for iPhone and Android

- ✓ Built-in tutorial
- ✓ Upgrade firmware
- ✓ Battery Status
- ✓ Adjust Equalizer
- ✓ Change Bluetooth connections
- ✓ Tune Adaptive Noise Cancelling
- ✓ Adjust sidetone
- ✓ Adjust Audible Notifications
- ✓ Enable smart sensors based upon if headset is on, off, or in a dock.

Auto-mute

Auto-answer

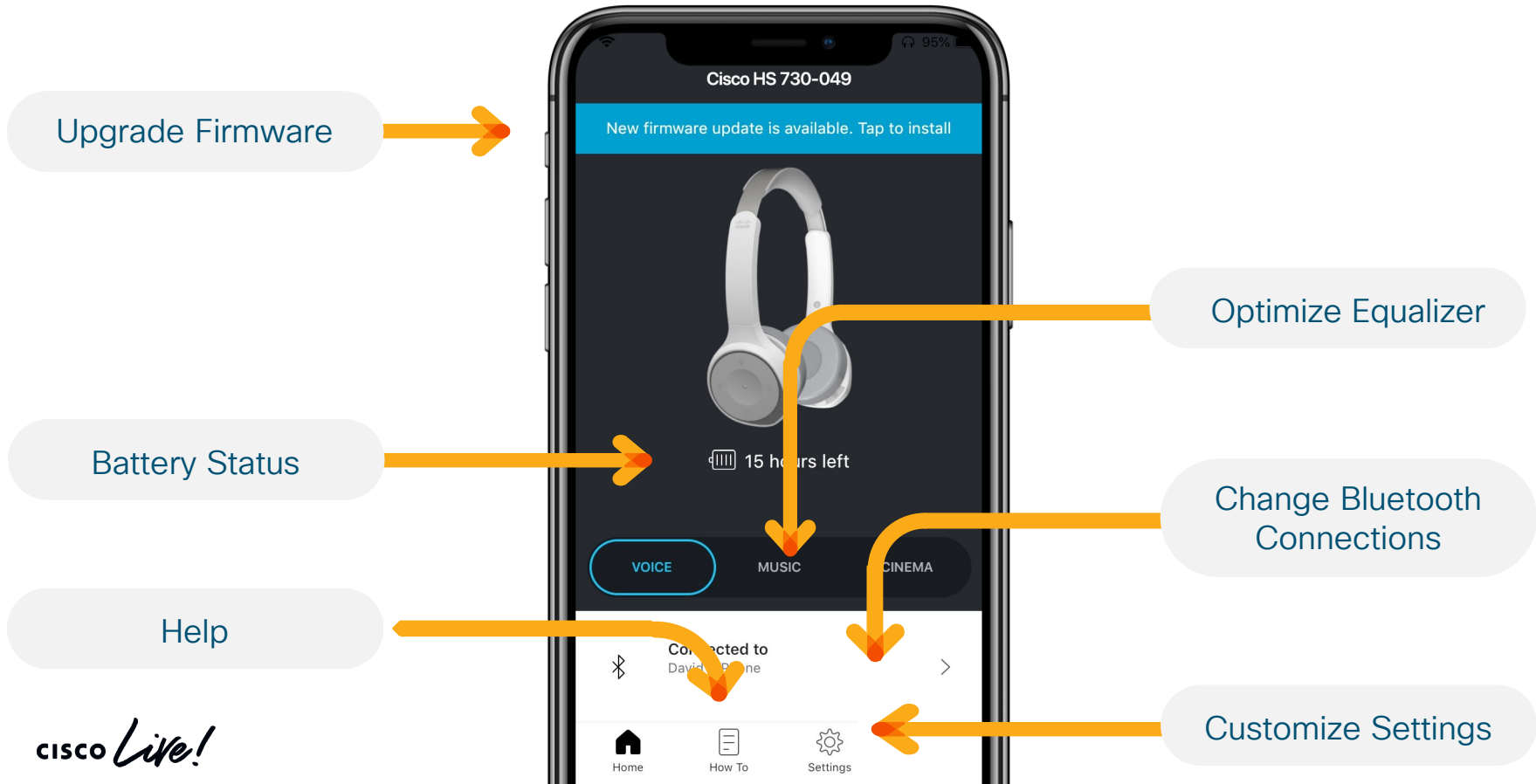
Auto-play/pause



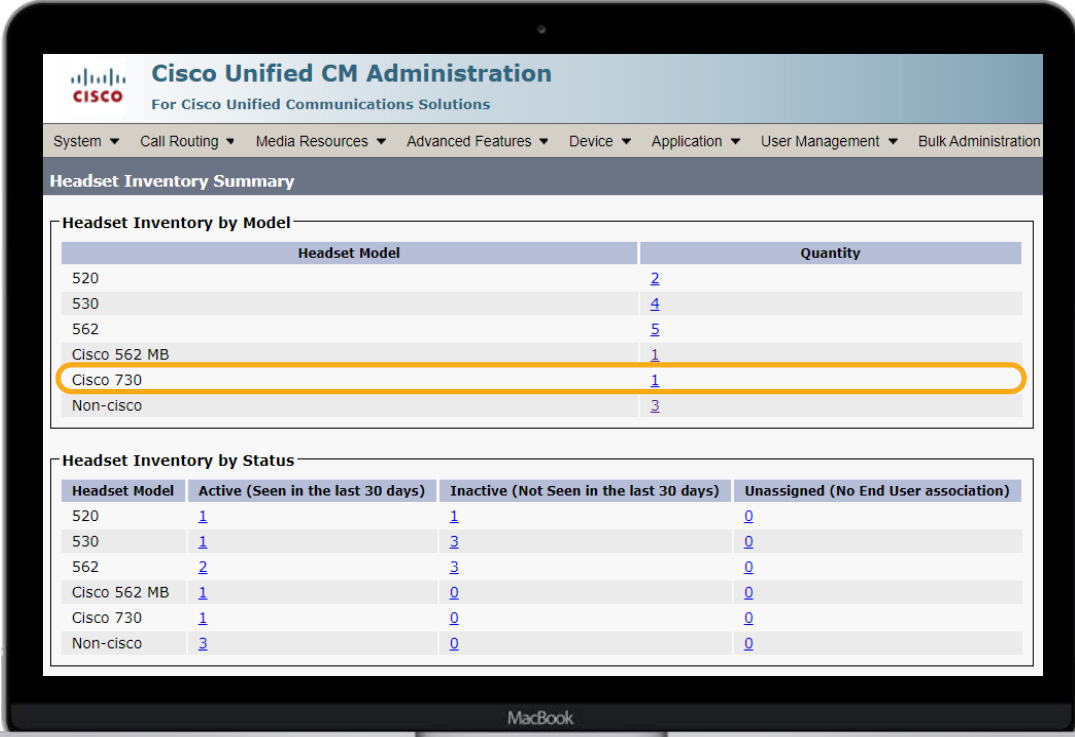
CiscoHeadsets



Cisco Headset app for iPhone and Android



CUCM 12.5 SU1 and 11.5 SU 7 headset support



The screenshot displays the Cisco Unified CM Administration web interface. The page title is "Cisco Unified CM Administration" with the subtitle "For Cisco Unified Communications Solutions". The navigation menu includes System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, and Bulk Administration. The main content area is titled "Headset Inventory Summary" and contains two tables.

Headset Inventory by Model

Headset Model	Quantity
520	2
530	4
562	5
Cisco 562 MB	1
Cisco 730	1
Non-cisco	3

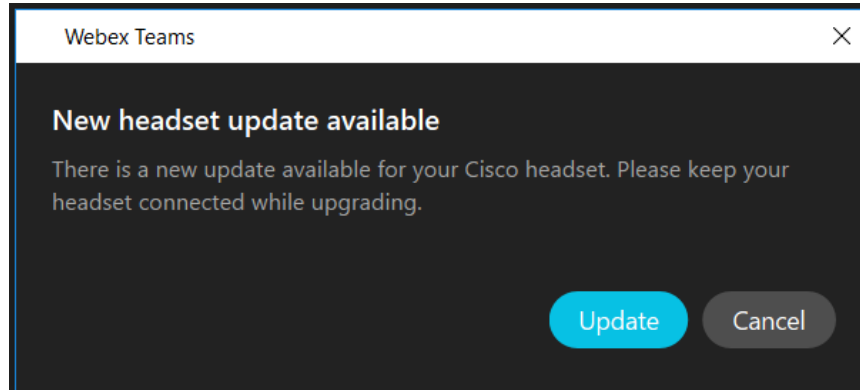
Headset Inventory by Status

Headset Model	Active (Seen in the last 30 days)	Inactive (Not Seen in the last 30 days)	Unassigned (No End User association)
520	1	1	0
530	1	3	0
562	2	3	0
Cisco 562 MB	1	0	0
Cisco 730	1	0	0
Non-cisco	3	0	0

Webex Teams Integration with Cisco Headset

Headset upgrades can now be pushed from Webex Teams

1. There is no CUCM dependency
2. Webex Teams client detects existing model and firmware
3. Webex Teams client upgrades to newer firmware
4. Will work with Cisco Headset 500 and 730 series



Headset Inventory in Webex Control Hub

Cisco Webex
Control Hub

Pro

- Overview
- Users
- Places
- Services
- Devices**
- Analytics
- Troubleshooting
- Settings

Devices

Find devices by status, type, and more









175
DEVICES IN TOTAL

0 devices selected

Edit Devices

Export as CSV

Delete Devices

<input type="checkbox"/>	Type	Status	Belongs to
<input type="checkbox"/>	 Cisco 730	Offline	 Charlie
<input type="checkbox"/>	 Cisco 730	Offline	 David S
<input type="checkbox"/>	 Cisco 730	Offline	 Hisham
<input type="checkbox"/>	 Cisco 7811	Status Unavailable	 Ed Sch

Cisco 730
Offline

Device

Last Connected To

David Scott

Tags

Offline

Add tag

Manage alerts Beta

Alert me when this device goes offline

Alert me when this device has issues

Cisco Conferencing Phone Update

Cisco IP Conference Phone 7832

Hardware Features

Entry level conference room device for executive and small conference room up to 6 participants

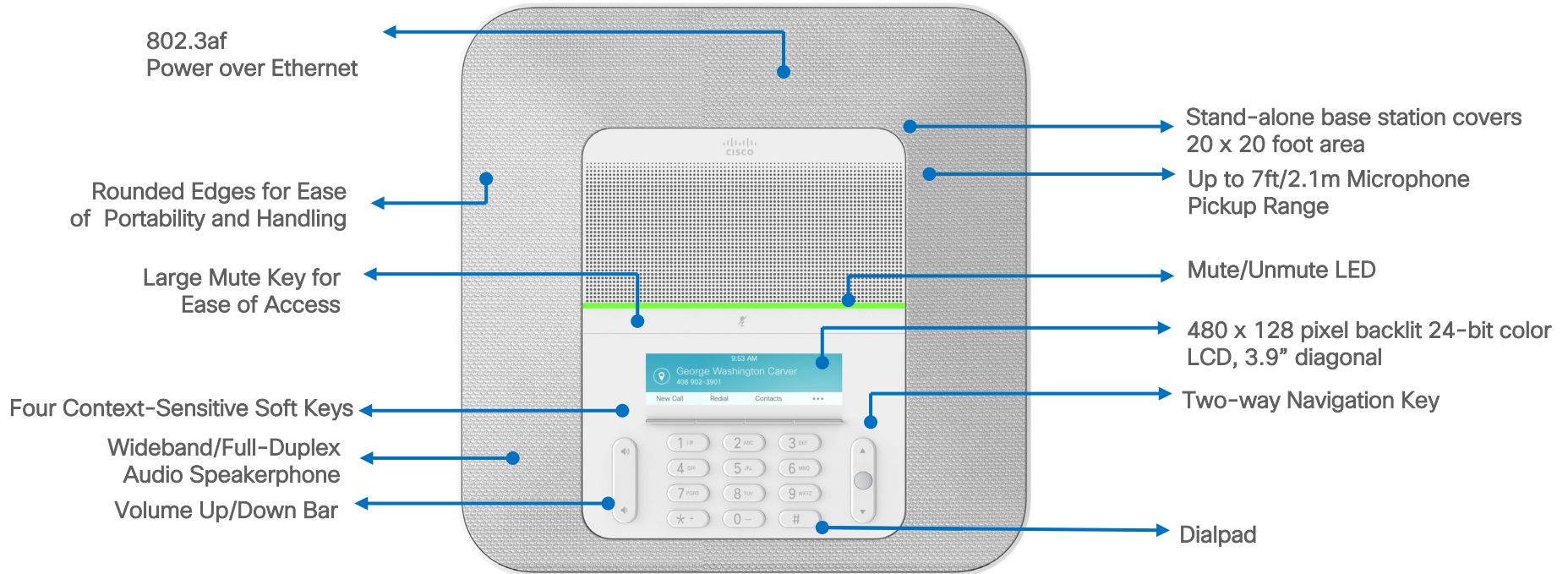


Native in CUCM 12.0. Device Pack required for CUCM 10.5.2, 11.0, 11.5

Cisco IP Conference Phone 8832

Hardware Features

For medium to large rooms with color display (3.9-inch), accessories mics, daisy-chain, and wireless



Native in CUCM 12.0. Device Pack required for CUCM 10.5.2, 11.0, 11.5

SURPRISE ANNOUNCEMENT!

Cisco Wireless IP Phone 8821

A Short History of Cisco IP Phones



2000s

2008

2016

2019

8821-EX

Target for EU is Q1 CY 2020

- Hazardous Locations certification (METLABS listing: E114610)
 - ANSI/ISA 12.12.01 & CAN/CSA C22.2 No. 213 Class I & II, Division 2 and Class III, Division 1 & 2
 - Atmospheres Explosibles (ATEX) Zone 2 *
- IP67 rated for dust and water protection in ordinary locations
- MIL-STD-810G Standard for durability
- HD voice quality and full-duplex speakerphone
- Wi-Fi IEEE 802.11a/b/g/n/ac
- Fast Secure Roaming (11r/FT, CCKM)
- SHA-256 certificate signature and 4096 bit key support
- Easy Provisioning (Dock + USB Dongle, CUCM WLAN Profiles, SCEP)
- Bluetooth 3.0
- XSI Application support



8821 Wired Dock for Wireless Provisioning

- Provision wireless profiles over the wired network to the 8821
- Connect the wired RJ-45 Ethernet cable using a USB to RJ-45 dongle
- The dongle is NOT intended to be used for normal day to day use
- The dongle is for 1st time provisioning/setup only
- **Voice calls over Wired Ethernet are not supported**



Supported USB Dongles

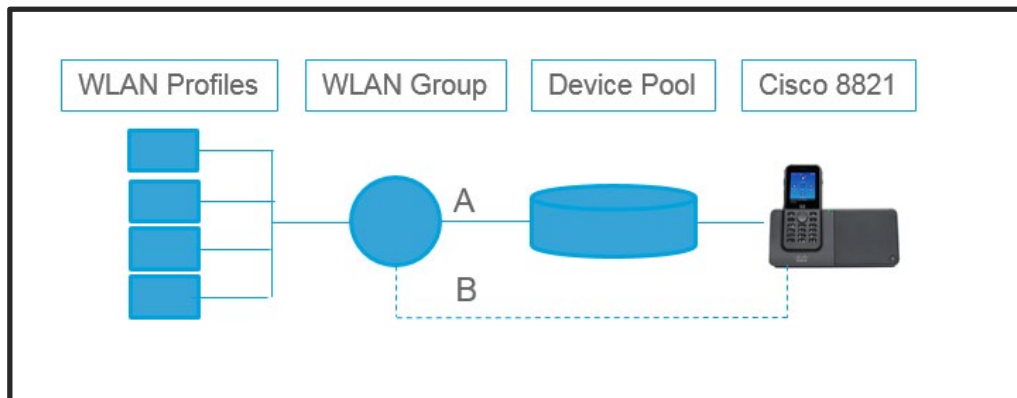
- Apple USB 2.0 Ethernet Adapter
- Linksys USB3GIG 3.0 Gigabit Ethernet Adapter
- Linksys USB300M USB 2.0 Ethernet Adapter
- D-Link DUB-E100 USB 2.0 Fast Ethernet Adapter
- Belkin B2B048 USB 3.0 Gigabit Ethernet Adapter

Unsupported Wired Provisioning Scenarios

- DHCP lease **without** option 150 (CUCM TFTP)
- Alternative-TFTP
- 802.1x (wired) to dock
- Power over Ethernet to dock

WLAN Profiles for 8821

- For easy deployment use WLAN Profiles
 - CUCM > Device > Device Settings > Wireless LAN Profile
 - Associate Wireless LAN Profile to Group
 - Apply to the 8821 device pool or device



Wireless LAN Profile Configuration

Save ✖ Delete 📄 Copy ➕ Add New

Status

ℹ Status: Ready

Wireless LAN Profile Information

Name*

Description

User Modifiable*

Wireless Settings

SSID (Network Name)*

Frequency Band*

Authentication Settings

Authentication Method*

Provide Shared Credentials

Username

Password

show password

Password Description

* WLAN Profile + EAP-TLS requires CUCM 11.x or higher.

8821 User Interface Enhancements

Divert Alerting Call

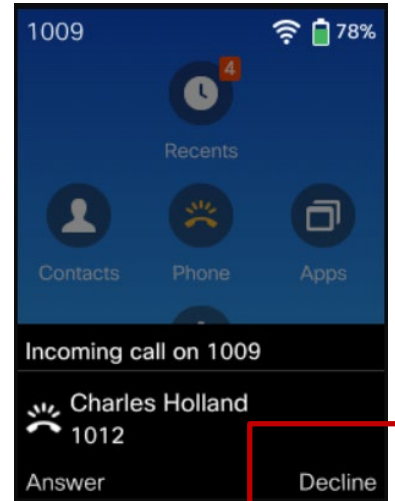
- You can control if the **Decline** softkey displays when the users have incoming calls
- To support the **Decline** function, you set the **Divert Alerting Call** field in CUCM Device > Phones page

Divert Alerting Call*

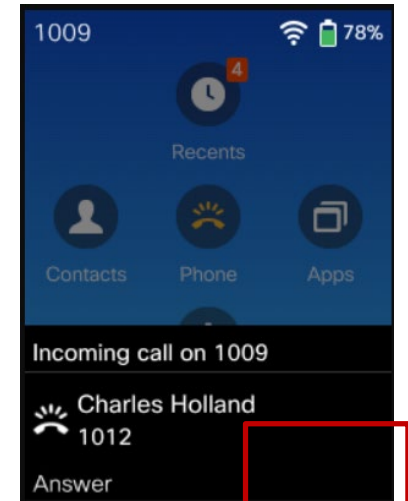
Disabled ▼



Before

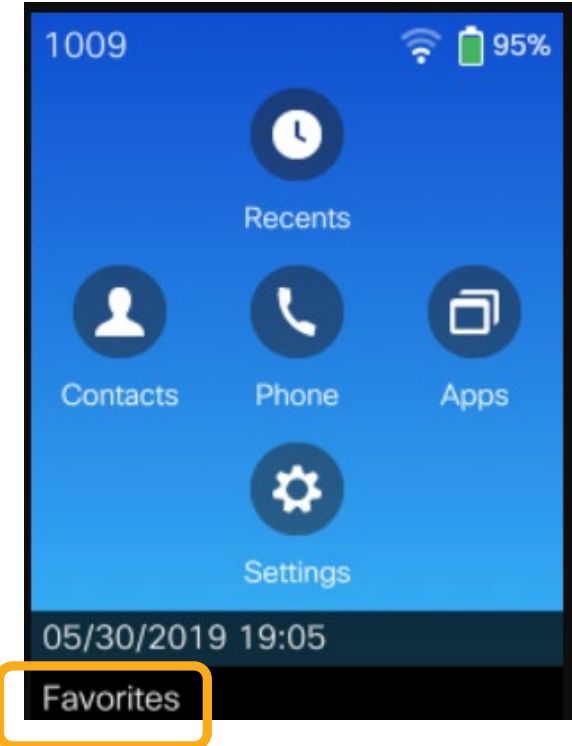


After



8821 Favorites

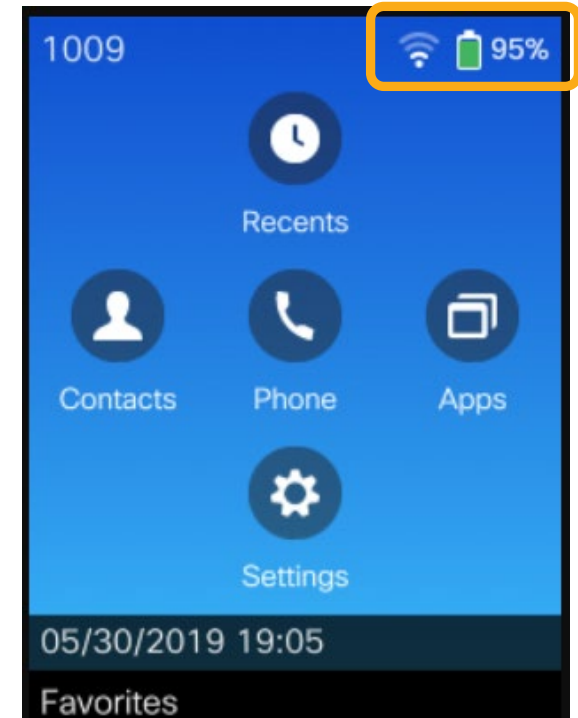
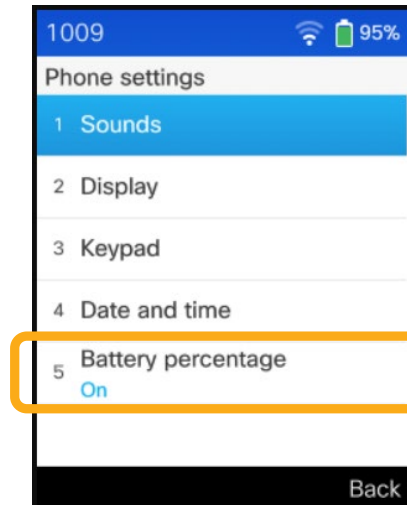
- Users can add or update local contacts from the **Recents** app.
- Users see the **Favorites** softkey on the main screen for quick access to the Favorites list. The Favorites list is also available from the **Contacts** app.
- In the Local contacts list, users see the Delete option when they highlight a contact and press **More** . In the previous release, the Delete option was only available on the **Details** screen.



8821 Battery Percentage Level

- Battery charge level can display as a percentage. Default is off
- Battery percentage is a new field under settings
- Battery percentage also now displayed on phone web page

Battery health	Good
Battery temperature	Battery temperature: 21.6 degrees Celsius
Battery level	95%



8821 Battery Improvements

New in 11.0(5) Firmware

- Battery life extended for existing hardware
- New charger hardware to further extend battery



Condition	Original Chargers	New Chargers
Phone charged in charger, with wall adapter, or with USB Phone running Firmware Release 11.0(4)SR3 or earlier	9.5 hours	9.5 hours
Phone charged in charger, with wall adapter, or with USB Phone running Firmware Release 11.0(5) or later	11.5 hours	11.5 hours
Spare battery charged in the charging slot	9.5 hours	11.5 hours

* New charger has voltage label "4.35V Battery Charging" on the back.

8821 Additional Enhancements

New in 11.0(5) Firmware

- When the phone is in the Desktop Charger, the ringer can now be set to a higher volume level
- You can use the Audio Diagnostics function to troubleshoot audio problems
- You can configure Problem Report Tool (PRT) reports to automatically upload to a remote server
 - You can request a PRT with the X/Open System Interface (XSI) CiscoIPPhoneExecute object or from the phone administration web page
- Support for the Cisco Discovery Protocol (CDP)
- Disable TLS 1.0 and TLS 1.1 when using https for web access



8821 Best Practices Summary

- Test and evaluate 11.0(5)
- Perform site survey and adhere to the 8821 design guide
 - Short URL = <http://cs.co/8821>
 - http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/8821/english/Deployment/8821_wlandg.pdf
- Use PRT tool in 11.0(5) or higher for TAC cases
- Use 8821 dock to provision over wired network *or* use the Bulk Deployment Utility
- Battery Installation Video
<https://video.cisco.com/detail/videos/products/video/5822559992001/8821-battery-installation-video?autoStart=true>
- Battery Performance Whitepaper
<https://www.cisco.com/c/dam/en/us/products/collateral/collaboration-endpoints/wireless-ip-phone-8821/white-paper-c11-740897.pdf>



A Short History of Cisco IP Phones



8800 7800



7832 8832



500 Series



730 Series



8821 8821-EX



2020

Call to Action

- Head down to the World of Solutions and see these products
- Evaluate firmware 12.5(1)SR3 and 12.7 on 78xx and 88xx
- Evaluate CUCM 12.5 SU1 or CUCM 11.5 SU7 for Cisco Headset 500 and 730 Series
- Continue to Post questions to BRKUCC-2050 Webex Teams room

Complete your online session survey



- Please complete your session survey after each session. Your feedback is very important.
- Complete a minimum of 4 session surveys and the Overall Conference survey (starting on Thursday) to receive your Cisco Live t-shirt.
- All surveys can be taken in the Cisco Events Mobile App or by logging in to the Content Catalog on ciscolive.com/emea.

Cisco Live sessions will be available for viewing on demand after the event at ciscolive.com.

Continue your education



Demos in the
Cisco Showcase



Walk-In Labs



Meet the Engineer
1:1 meetings



Related sessions



Thank you





You make **possible**