# Welcome to your Cisco devices for Microsoft Teams Rooms adoption journey

There are three stages to the adoption journey—plan, launch, and grow.
Our adoption experts have developed a manual for each stage, complete with guided instructions, expert tips, checklists, and more.

## Plan

Let’s get you set up >

## Launch

Let’s drive adoption >

Latest release

## Grow

Let’s grow your service >

Your adoption manual 1 of 3:

# Cisco devices for Microsoft Teams Rooms

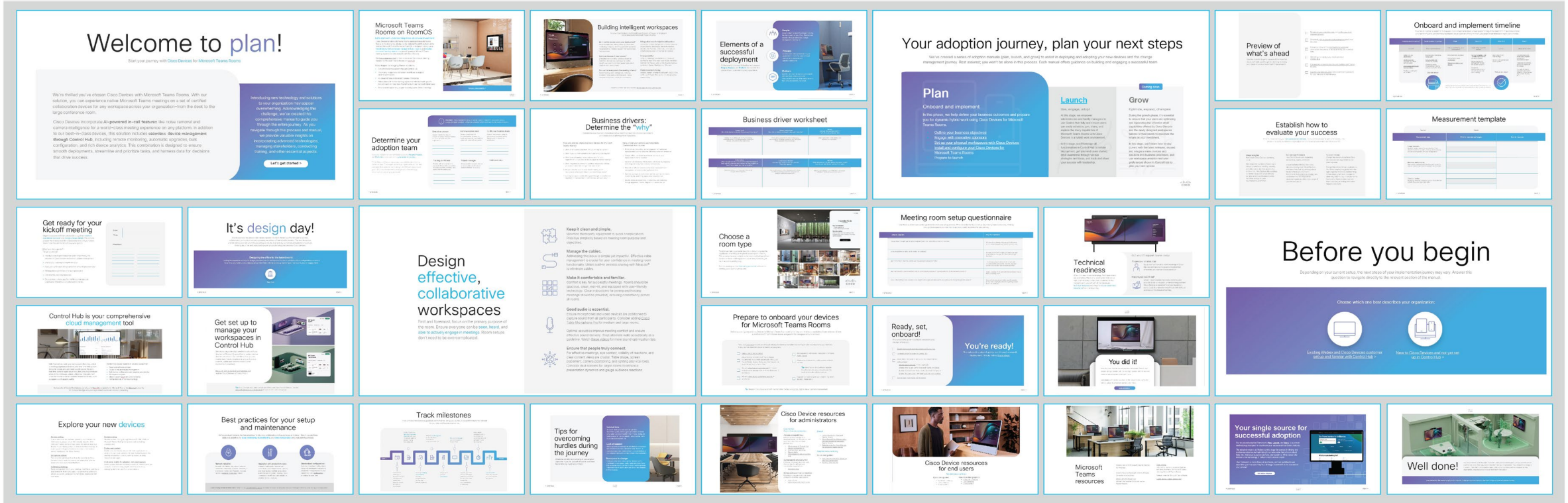
Prepare to onboard and set up your Cisco collaboration devices

Solution certified for Microsoft Teams

Download manual for optimal interactivity.

# The plan manual

Click on a slide to jump to that part of the manual.



# Welcome to plan!

Start your journey with Cisco devices for Microsoft Teams Rooms

We're thrilled you've chosen Cisco devices for Microsoft Teams Rooms. With our solution, you can experience native Microsoft Teams meetings on a set of certified collaboration devices for any workspace across your organization—from the desk to the large conference room.

Cisco devices incorporate **AI-powered in-call features** like noise removal and camera intelligence for a world-class meeting experience on any platform. In addition to our best-in-class devices, this solution includes **seamless device management through Control Hub**, including remote monitoring, automatic upgrades, bulk configuration, and device analytics. This combination is designed to ensure smooth deployments, streamline and prioritize tasks, and harness data for decisions that drive success.

Introducing new technology and solutions to your organization may appear overwhelming. Acknowledging this challenge, we've created this comprehensive manual to guide you through the entire journey. As you navigate through this process and manual, we provide valuable insights on incorporating advanced technologies, managing stakeholders, conducting training, and other essential aspects.

Let's get started >

# Microsoft Teams Rooms on RoomOS

## Let’s start with understanding more about your investment.

Cisco devices for Microsoft Teams Rooms operates Microsoft Teams Rooms on Android while utilizing the foundational RoomOS platform of the devices. Microsoft Teams Rooms on RoomOS is designed to bring you a flexible deployment, enhanced management and insights, and elevated video conferencing experiences, providing unique Microsoft Teams meeting experiences only available with Cisco devices.

### Advantages to merging these solutions:

- Simplified bulk management through Control Hub
- Third-party integrations and custom workflows to support smarter workspaces
- AI-powered noise removal and camera intelligence
- Native Microsoft Teams meeting experience with Microsoft-specific features such as Front Row, PowerPoint Live, and Microsoft Whiteboard
- Enhanced interoperability support including native Webex meetings

Explore more benefits >

# Building intelligent workspaces

Review more features and benefits you'll unlock after you've deployed Cisco devices for Microsoft Teams Rooms.

### Be in control as you scale your deployment*

Cloud management offers unified administration, monitoring, analytics, and ThousandEyes-powered troubleshooting. Manage devices and workspaces from anywhere.

### Optimize the use of your spaces*

Embedded environmental sensors, presence detection, and people counting provide the insights you need to optimize spaces and create healthier work environments.

### Ensure that everyone in the meeting is heard

Market-leading audio intelligence, including advanced noise removal technologies, allows everyone to be heard clearly from anywhere.

### Bridge distances for hybrid collaboration

Embedded camera intelligence optimizes views for all participants, dynamically tracks the speaker, enables multi-camera functionality, and sets up virtual meeting zones to minimize distractions.

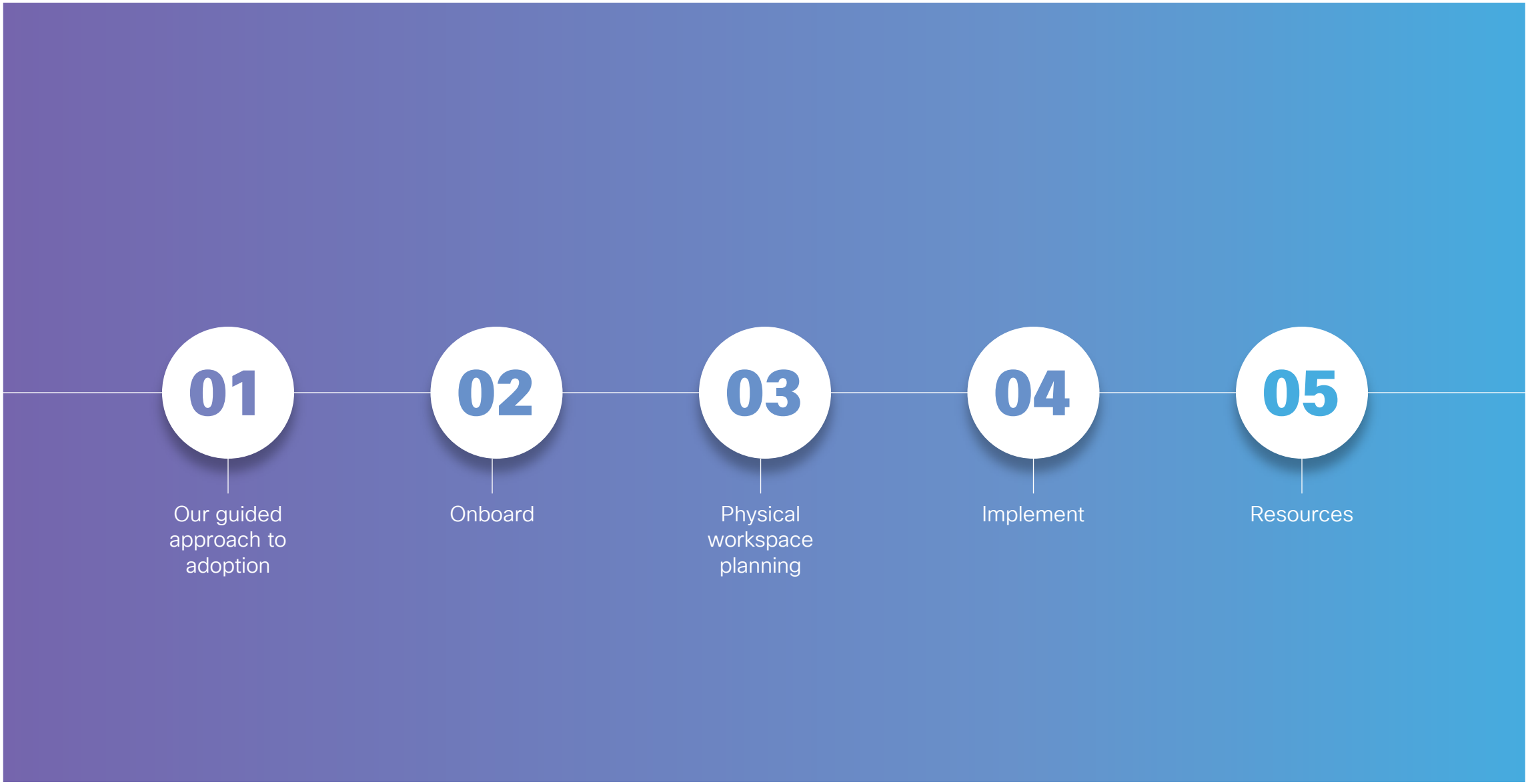
### Interoperability*

Easily join meetings like Webex and Zoom and seamlessly host bring-your-own-device meetings. With built-in Webex, enjoy all the meeting features available in Webex Meetings and Webinars.

### Modern content sharing

Versatile content sharing via USB, HDMI, Miracast®, or Microsoft Teams Sharing for rich and engaging presentations.

*Access to these features requires device registration in Control Hub.


01
Our guided approach to adoption
02
Onboard
03
Physical workspace planning
04
Implement
05
Resources

Your Progress

01

# Our guided approach to adoption

# Elements of a successful deployment

At the core of a successful deployment are your **People**, **Process**, and **Platform**. Harness the full power of your investment by relying on these:

### People

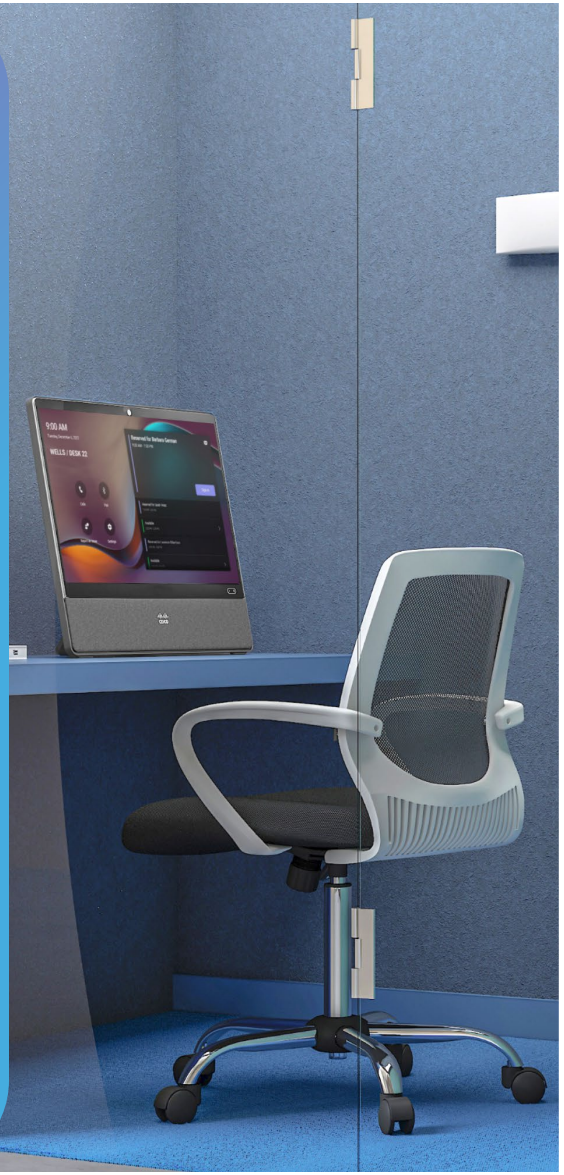
Assign a team to lead the charge in driving the deployment of your Cisco devices and adoption through advocacy, change management, and buy-in.

### Process

Communicate clear processes to your organization. Share the value of Cisco devices with use cases and adoption campaigns.

### Platform

Use the right tools to support your people with seamless collaboration and interoperability across all technologies—and track progress toward your goals.



# Your adoption journey, plan your next steps

We've created a series of adoption manuals (plan, launch, and grow) to assist in deploying and adopting your new devices and the change management journey. Rest assured; you won't be alone in this process. Each manual offers guidance on building and engaging a successful team.

## Plan

### Onboard and implement

In this phase, we help define your business outcomes and prepare you for dynamic hybrid work using Cisco devices for Microsoft Teams Rooms.

- Outline your business objectives
- Engage with executive sponsors
- Set up your physical workspaces with Cisco devices
- Install and configure your Cisco devices for Microsoft Teams Rooms
- Prepare to launch

## Launch

### Use, engage, adopt

At this stage, we empower administrators and facility managers to use Control Hub fully and ensure users can easily schedule, join, share, and explore the many capabilities of Microsoft Teams Rooms for Cisco devices in a hybrid work environment.

You'll learn to leverage all functionalities in Control Hub for your initial deployment, drive awareness and deepen engagement through various strategies and ideas, and track and share your success with leadership.

## Grow

### Optimize, expand, champion

During the growth phase, it's essential to ensure that your users are optimizing and expanding the utilization of all capabilities offered by Cisco devices and the newly designed workspaces tailored to their needs to maximize the return on your investment.

In this stage, you'll learn how to stay current with the latest releases, expand and integrate more devices and solutions into business processes, and use workspace analytics and user preferences shown in Control Hub to plan your next spaces.

cisco

Your Progress

# 02

## Onboard

Introduction

Guided approach to adoption

Onboard

Preview of what's ahead

Onboard and implement timeline

Determine your adoption team

Business drivers: Determine the "why"

Business driver worksheet

Establish how to evaluate your success

Measurement template

Get ready for your kickoff meeting

02

Physical workspace planning

Implement

Resources

Your Progress

# Preview of what's ahead

Use this checklist to get a preview of the important steps we'll walk you through for planning to deploy your Cisco devices for Microsoft Teams Rooms.

- [ ] Determine your adoption team and define your main business drivers.
- [ ] Effectively set up your physical workspaces for Cisco devices.
- [ ] Ensure you have all the technical resources and information required to make everything work the first time.
- [ ] Get set up to manage your workspaces in Control Hub.
- [ ] Prepare and onboard your devices for Microsoft Teams Rooms.
- [ ] Explore your new devices and consider best practices for your setup and maintenance.

# Onboard and implement timeline

Your time is a precious and limited resource, so it's important to have a clear understanding of the timeframe required to achieve your adoption goals. Use the following timeline as an example of how to reach your adoption destination as quickly as possible.

| Awaiting arrival of devices* | Awaiting arrival of devices* | Week 1 | Week 2-4 | Week 5-6 | Week 7 |
|---|---|---|---|---|---|
| **Kickoff** | **Plan implementation** | **Set up and deploy your workspaces** | **Invite early adopters and test** | **Launch** | **Measure success** |
| Gather your key stakeholders<br><br>Identify business outcomes and define company goals<br><br>Align success criteria and tracking metrics<br><br>Develop a project plan and timeline | Build physical workspace design plan<br><br>Set up Control Hub account for success<br><br>Create and review implementation, training, and communication plans<br><br>Devices arrive! | Ensure technical readiness<br><br>Set up your physical workspaces<br><br>Onboard and deploy your devices | Test the **Schedule** – **Join** – **Share** experience with your early adopters<br><br>Gather insights and learnings from the trial and update your plans<br><br>Execute the communication plan to prepare your users for what's coming | Host a kickoff and user trainings<br><br>Go live and invite users based on rollout plan<br><br>Rollout complete! | Adoption checkpoint, review initial adoption success and organizational health<br><br>Recognize and reinforce successful adoption of the change<br><br>Ensure to include all important stakeholders reviewing success & next steps (IT, HR, facilities, etc.) |

**Before the arrival of your devices, there are several important tasks you can begin. Start your preparations by addressing these steps as early as possible.*

# Determine your adoption team

It's crucial to identify key individuals to support People, Process, and Platform components during your adoption journey.

IT, facilities, and human resources must collaborate to form a cohesive plan. IT manages technology implementation, facilities oversees floor plan and room design, and HR sets hybrid work goals. This collaboration ensures alignment of technology, infrastructure, and employee needs.

**Important**: Involve leadership early to secure support, align with goals, and ensure successful implementation, enhancing adoption efforts and maximizing device utilization.

### Executive sponsor

Secure leadership buy-in. They'll articulate the significance of Cisco devices for your organization.

### Communication lead

Create a multichannel communication strategy to excite and engage, highlighting value and practical use cases.

### IT, HR, and facilities leads

Support technology setup in physical workspaces, aiding hybrid work solutions for employees.

### Training or HR lead

Create self-service learning materials like quick start guides. Provide coaching, training, and motivation to employees.

### Project manager

Manage entire project change process and coordinate all implementation resources.

### Additional roles:

Introduction
Guided approach to adoption
Onboard
Preview of what's ahead
Onboard and implement timeline
Determine your adoption team
Business drivers: Determine the "why"
Business driver worksheet
Establish how to evaluate your success
Measurement template
Get ready for your kickoff meeting
02
Physical workspace planning
Implement
Resources

Your Progress

# Business drivers: Determine the "why"

Establish the core business motivations behind selecting Cisco devices and concentrate your endeavors on attaining those objectives.

## First, why are you deploying Cisco devices for Microsoft Teams Rooms?

- What core business objectives are you looking to support?
- What is your current experience and what are you aiming for?
- What types of meeting rooms are important for your organization? Do you need to be equipped for hybrid meetings?
- What integrated solutions and workflow integrations will help your users collaborate and get their work done?
- Do you have the tools to scale hybrid meeting room deployments effectively? What's your ideal future vision?
- Looking to support sustainability goals with estimated energy usage and related carbon emissions for your devices?

## Next, create your personalized objectives.

Common business outcomes:

- Boost culture, well-being, innovation, and engagement with enhanced hybrid meeting rooms. Make the office the preferred destination.
- Create unified, consistent experiences across all workspaces to foster adoption.
- Improve hybrid meeting effectiveness with inclusive, engaging technology ensuring clear visibility and audibility.
- Establish an efficient process to facilitate deployment and management at scale by utilizing Control Hub.
- Optimize workspaces and create healthier work environments by utilizing the monitoring capabilities in Control Hub.

# Business driver worksheet

| Current state<br>What is the business situation that you want to change with your Cisco devices? | Desired future state<br>Once the situation has changed, what will it look like? | Impact<br>How will the business benefit?<br>How will your people benefit? |
|---|---|---|
| *Meeting room inefficiencies and hybrid meeting challenges result in individuals resorting to personal devices, with minimal office attendance...* | *Employees experience inclusive and engaging environments, increasing productivity and making the office appealing without mandates...* | *Better collaboration. More efficient and effective communication. Innovation...* |

| Stakeholders<br>Which people need to be involved to make this happen? What type of communication channel do they respond to best? More awareness, better adoption! | Collaboration devices<br>How will high adoption of Cisco devices make this happen? | Metrics<br>What numbers can you put against the current state? How do you want those numbers to change? |
|---|---|---|
| *Executive sponsors, communication lead, facility manager, HR, training lead...* | *New workspaces provide an engaging and inclusive experience, fostering a sense of belonging and boosting sustainable productivity...* | *Meeting room utilization is at 10%. Goal is to increase to 50% in in the first 6 months, post launch...* |

Introduction
Guided approach to adoption
Onboard
Preview of what's ahead
Onboard and implement timeline
Determine your adoption team
Business drivers: Determine the "why"
Business driver worksheet
Establish how to evaluate your success
Measurement template
Get ready for your kickoff meeting
02
Physical workspace planning
Implement
Resources

Your Progress

# Establish how to evaluate your success

Prior to implementing your new collaboration devices, it's crucial to set clear targets and metrics. This ensures the ability to make strategic adjustments to boost adoption rates and showcase ROI.

**Usage analytics**
How your Cisco device enabled workspaces are being used.

Set targets for number of hours each workspace is occupied on a monthly, weekly, and daily basis, and how quickly you achieve this. Use Control Hub analytics to monitor data and trends and see comprehensive workspace metrics based on occupancy and environmental conditions.

**Business performance**
How Cisco devices are impacting productivity, quality, and cost.

Usage statistics tell you how many people are using your Cisco device enabled workspaces, and how often, but say nothing about the benefits to your business. Benchmark the business outcomes you established so that they can be measured again regularly once usage of your devices go up.

**Success stories**
Compelling stories about how Cisco devices are solving problems and creating value.

Compelling stories bring successes to life. When employees get to have the right equipment and are collaborating in new ways, you'll want to capture what they have to say. It's important to look out for these stories, capture them concisely in writing when they happen and share.

# Measurement template

Device: _____ Room: _____

| Measurement area | What to measure and targets | How to measure |
| --- | --- | --- |
| **Usage analytics**<br>*Establish usage targets for each device. Track workspace occupancy and environmental conditions to correlate with user engagement.* | | |
| **Business performance**<br>*Benchmark the established business outcomes for regular measurement upon increased device usage.* | | |
| **Success stories**<br>*Engaging narratives showcasing how Cisco devices resolve issues and generate value.* | | |

Introduction
Guided approach to adoption
Onboard
Preview of what's ahead
Onboard and implement timeline
Determine your adoption team
Business drivers: Determine the "why"
Business driver worksheet
Establish how to evaluate your success
Measurement template
Get ready for your kickoff meeting
02
Physical workspace planning
Implement
Resources

Your Progress

# Get ready for your kickoff meeting

Begin discussions with key stakeholders to gather important operational, technical, and change process details. This aims to prepare the delivery team for a successful rollout of your Cisco devices and the introduction of new workspaces.

## What's on the agenda?

Things to consider:

- Identify business processes that will be impacted by the adoption of Cisco devices and new or updated workspaces.
- Create your roadmap for implementation.
- Build your workspace design and room setup deployment plan.
- Develop the organization communications plan.
- Establish the user education plan.
- Discuss ways to leverage Control Hub to manage your organization's health and product performance.

Date:

Time:

Attendees

| | |
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| | |
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Your Progress

# 03

## Physical workspace planning

# It’s design day!

Careful planning for video collaboration spaces is crucial for fostering effective communication, collaboration, and productivity among teams, regardless of their physical location. The next few slides are intended to provide you with basic setup concepts, examples by room type, and questions to get you thinking about the best ways to utilize your physical workspaces and your Cisco devices.

## Designing the office for the hybrid world:

Looking for inspiration on how to design your floor plan or workspaces? Explore complete office configurations in Cisco’s New York City Talent and Collaboration Center where intentional design led to higher traffic and greater engagement.

New York

Introduction

Guided approach to adoption

Onboard

Physical workspace planning

It's design day!

Design effective, collaborative workspaces

Choose a room type

Meeting room Setup questionnaire

03

Implement

Resources

Your Progress

# Design effective, collaborative workspaces

First and foremost, focus on the primary purpose of the room. Ensure everyone can be seen, heard, and able to actively engage in meetings. Room setups don't need to be overcomplicated.

### Keep it clean and simple.

Minimize third-party equipment to avoid complications. Prioritize simplicity based on meeting room purpose and objectives.

### Manage the cables.

Addressing this issue is simple yet impactful. Effective cable management is crucial for user confidence in meeting room functionality. Utilize built-in wireless sharing with Miracast® to eliminate cables.

### Make it comfortable and familiar.

Comfort is key for successful meetings. Rooms should be spacious, clean, well-lit, and equipped with user-friendly technology. Clear instructions for joining and hosting meetings should be provided, ensuring consistency across all rooms.

### Good audio is essential.

Ensure microphones and video devices are positioned to capture sound from all participants. Consider adding Cisco Table Microphone Pro for medium and large rooms.

Optimal acoustics improve meeting comfort and ensure effective sound delivery. Treat alternate walls acoustically as a guideline. Watch these videos for more sound optimization tips.

### Ensure that people truly connect.

For effective meetings, eye contact, visibility of reactions, and clear content views are crucial. Table shape, screen placement, camera positioning, and lighting play vital roles. Consider dual screens for larger rooms to enhance presentation dynamics and gauge audience reactions.

# Choose a room type

To optimize meeting experiences, it's important to grasp the significance of setting up the workspace correctly. This experience relies not just on the video technology utilized but also on factors like equipment placement, furniture type, room acoustics, and lighting.

Find the workspace that best suits your needs and select a meeting room style to get started.

Explore more workspaces >

Hover over each image for more information

< previous

next >

# Meeting room setup questionnaire

Use these questions as an initial guide to kickstart your setup process. While we understand your setup may entail greater complexity, thinking through these questions is intended to provide a solid foundation for your journey.

| What to look for: | Why it's important: |
| --- | --- |
| Do you have the right type of video equipment and furniture for the purpose of the room? | It's crucial to capture every person in the room and provide the participants with the right tools. |
| Is the installation complex, multi-vendor, or outdated? | It's best to have one vendor, so that it's as easy as possible to manage. Go cloud and you get the latest! |
| Are the furniture, screens, camera, and microphones placed correctly? | To ensure everyone in the room is captured correctly (video and audio), also ensuring eye contact to allow for natural communication. |
| Are hard, smooth surfaces matched with sound absorbing surfaces in opposite direction to ensure best acoustics? | Audio is always #1 to get right and not always trivial from a meeting room. |
| How is the lighting? Dark, normal, or too bright? Is the light well balanced? Is any light source facing straight into camera? | Ensure light sources are lighting up the people in the room. Highlight benefits of getting natural light from windows. |

Your Progress

# 04

## Implement

Introduction
Guided approach to adoption
Onboard
Physical workspace planning
Implement
Technical readiness
Before you begin
Control Hub
Manage workspaces in Control Hub
Onboard your devices for Microsoft Teams Rooms
Ready, set, onboard!
You did it!
Explore your new devices
Best practices
Track milestones
Tips for overcoming hurdles during the journey
04
Resources

Your Progress

# Technical readiness

When it comes to new technology, first impressions are everything. That's why, getting the initial set up right, the first time, is vital. Use this section of the manual to arm yourself with all the necessary technical resources and steps to ensure a seamless experience from the beginning.

## Get your IT support teams ready

### Prepare your service desk:

Equip your service desk with knowledge of Cisco devices and new workspaces to troubleshoot effectively and maintain employee trust.

### Prepare your local IT staff:

Local IT teams handle hardware, systems, and provide hands-on support. Understanding your new Cisco devices is essential for proper equipment setup. Lack of preparation may hinder their ability to address service issues effectively.

# Before you begin

Depending on your current setup, the next steps of your implementation journey may vary. Answer this question to navigate directly to the relevant section of the manual.

Choose which one best describes your organization:

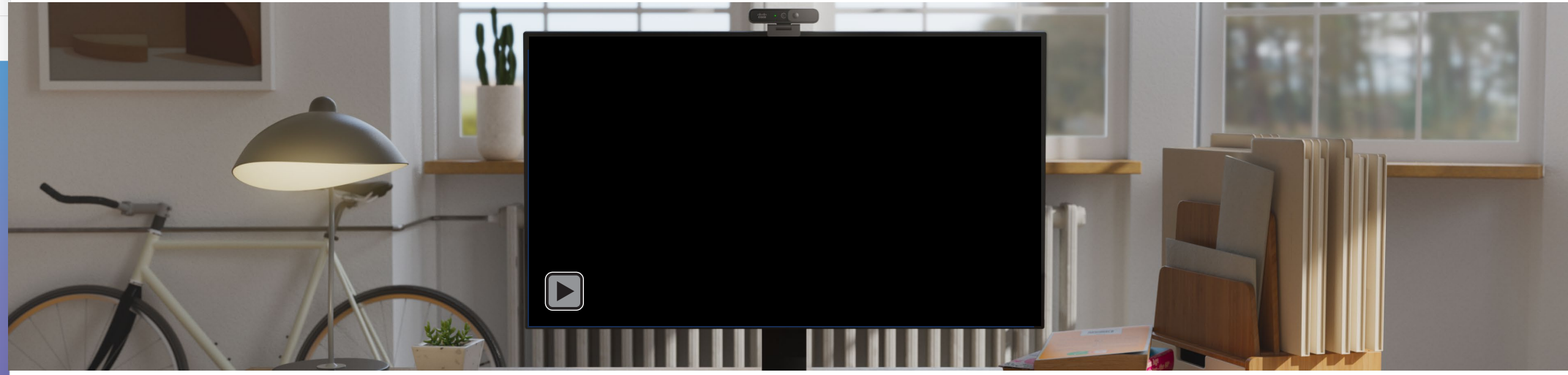
Existing Webex and Cisco devices customer set up and familiar with Control Hub >

New to Cisco devices and not yet set up in Control Hub >

Introduction
Guided approach to adoption
Onboard
Physical workspace planning
Implement
Technical readiness
Before you begin
Control Hub
Manage workspaces in Control Hub
Onboard your devices for Microsoft Teams Rooms
Ready, set, onboard!
You did it!
Explore your new devices
Best practices
Track milestones
Tips for overcoming hurdles during the journey
04
Resources

Your Progress

# Control Hub is your comprehensive cloud management tool



With Control Hub, scale your deployment effortlessly, adapt to evolving organizational needs, and save time with custom device templates and advanced search options. Receive real-time alerts for quick issue resolution, ensuring employee productivity and device uptime. Utilize real-time data from smart sensors to understand environmental conditions, room occupancy, and capacity swiftly.

Control Hub device registration provides support for:

- Advanced software options
- Device alerts and device management
- Bulk device configuration and template provisioning
- Workspace analytics
- Macro support (xAPI and UI Extensions)
- Full functionality of Webex meetings

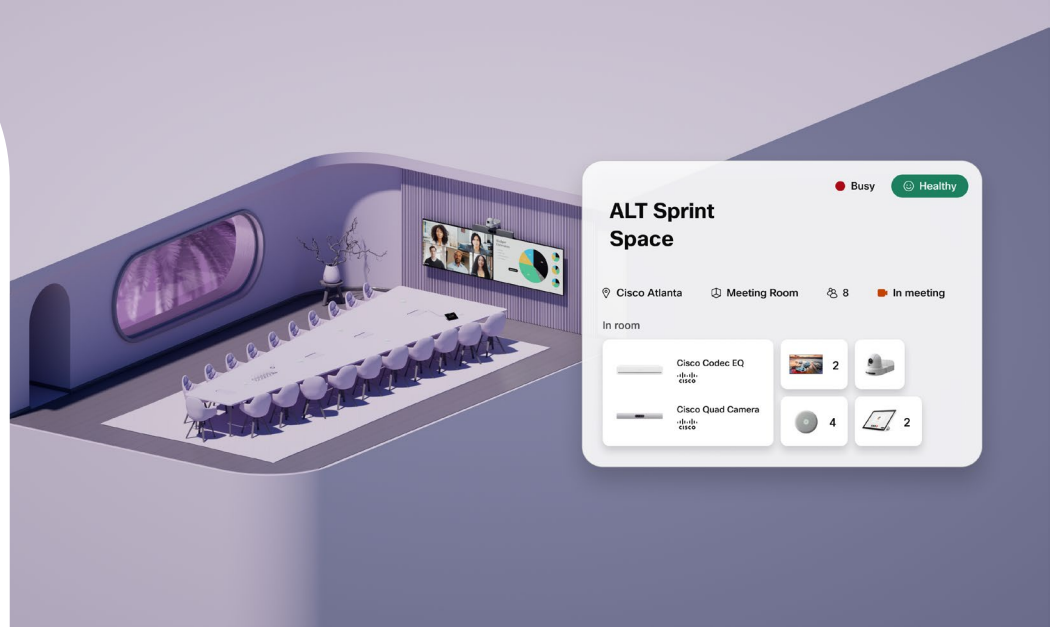
Introduction
Guided approach to adoption
Onboard
Physical workspace planning
Implement
Technical readiness
Before you begin
Control Hub
Manage workspaces in Control Hub
Onboard your devices for Microsoft Teams Rooms
Ready, set, onboard!
You did it!
Explore your new devices
Best practices
Track milestones
Tips for overcoming hurdles during the journey
04
Resources

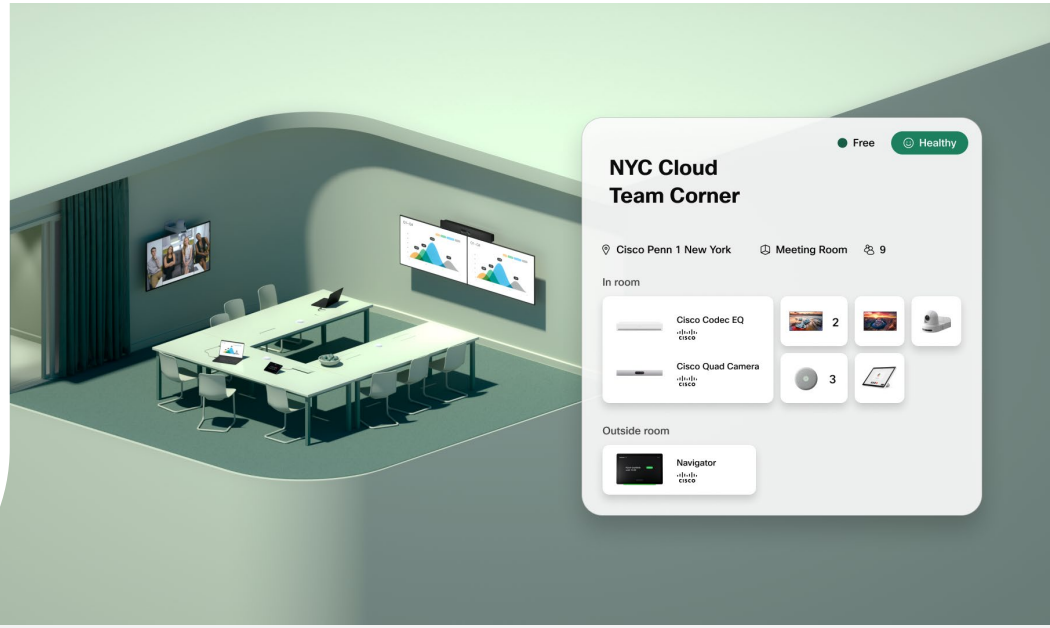
Your Progress

# Get set up to manage your workspaces in Control Hub

Before you begin the steps needed to onboard your devices for Microsoft Teams Rooms, make sure your devices are set up in Control Hub so that you can monitor data trends, provision security and privacy controls, update and add new devices, and troubleshoot proactively.

Steps for how to provision workspaces and register Cisco devices to Control Hub >




**Tip:** If you manage your users and groups in Microsoft Azure Active Directory, use the Azure AD Wizard App in Control Hub to synchronize users and groups.

The plan manual

Introduction

Guided approach to adoption

Onboard

Physical workspace planning

Implement

Technical readiness

Before you begin

Control Hub

Manage workspaces in Control Hub

Onboard your devices for Microsoft Teams Rooms

Ready, set, onboard!

You did it!

Explore your new devices

Best practices

Track milestones

Tips for overcoming hurdles during the journey

04

Resources

Your Progress

# Prepare to onboard your devices for Microsoft Teams Rooms

Before you configure your Cisco devices for Microsoft Teams Rooms, verify that they run the latest compatible software release and have a valid Microsoft Teams Rooms license assigned to their assigned resource account.

First, use this guide to walk you through the requirements to consider and configure prior to onboarding your devices. Then, use the checklist below to track your progress.

- [ ] Deploy Teams Admin Center.
- [ ] Cisco devices for Microsoft Teams Rooms implemented in a shared space need a Microsoft Teams Rooms license. Make sure that licenses are available before your setup date.
- [ ] Check network availability. Microsoft Teams Rooms must have access to a network that meets these requirements.
- [ ] Review authentication best practices for Teams shared device management on Android devices, if applicable.
- [ ] Review Intune device compliance policies, if applicable.
- [ ] Get acquainted with device management in Teams Admin Center.
- [ ] Confirm your devices are on the current software version.

  **Tip:** Make sure to do a software upgrade from the device's setup wizard to get the most up-to-date software version.
- [ ] Upgrade software for previously Webex registered devices, if applicable.

**Tip:** Register Cisco devices to both Teams Admin Center and Control Hub to deliver optimum management.

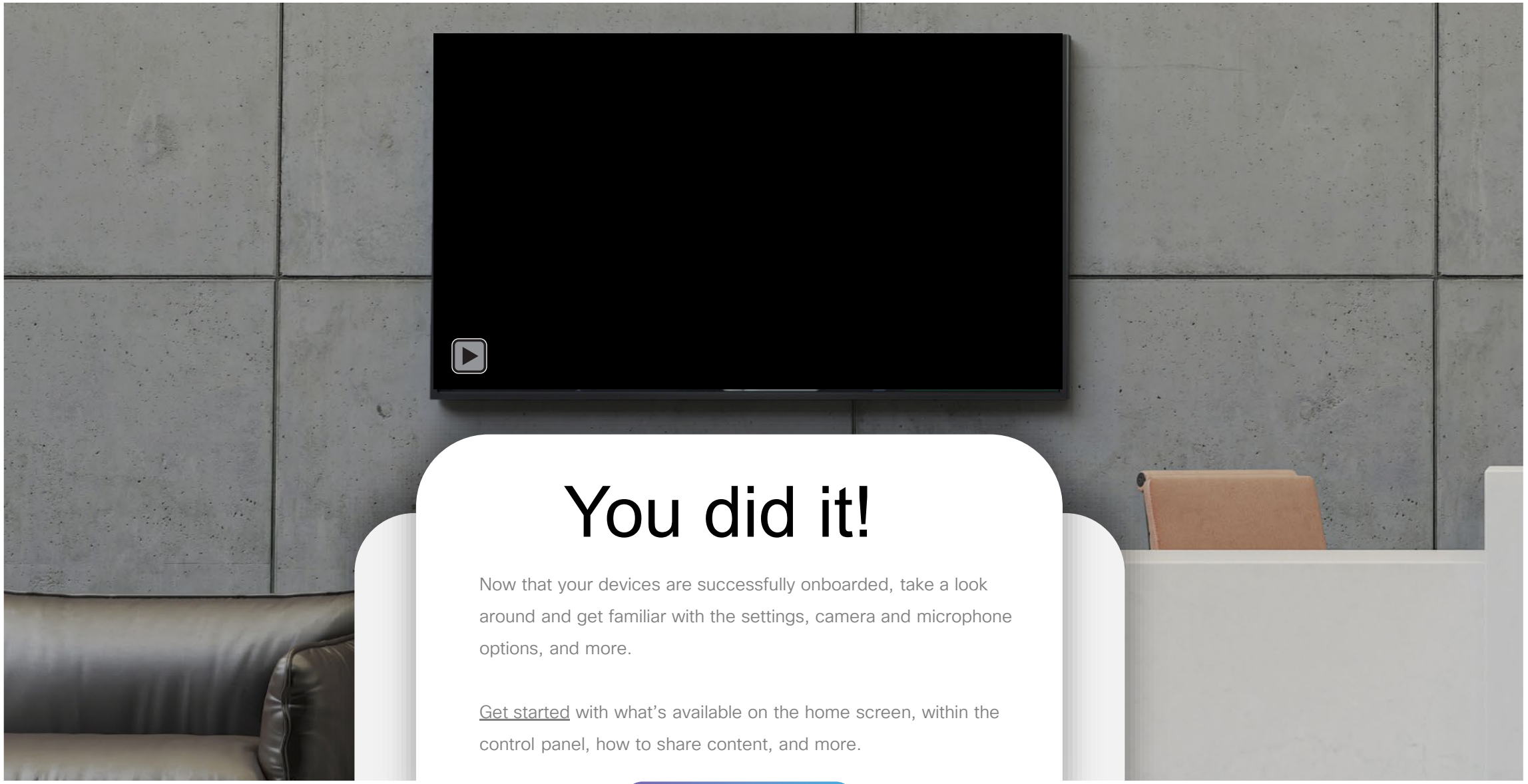
# Ready, set, onboard!

Prior to completing the final step of onboarding your devices, ensure you:

- [ ] Create Workspaces and add devices in Control Hub
- [ ] Generate activation codes in Control Hub
- [ ] Utilize these resources to set up our top recommended configurations:
  - Enable direct guest join for Webex and Zoom
  - Enable noise removal, music mode, test your microphone
  - Enable Thousand Eyes, and Webhooks for room analytics
- [ ] Device login from Teams Admin Center

# You're ready!

The onboarding wizard guides you through a smooth deployment. Simply follow these steps.



# You did it!

Now that your devices are successfully onboarded, take a look around and get familiar with the settings, camera and microphone options, and more.

Get started with what's available on the home screen, within the control panel, how to share content, and more.

Keep exploring >

The plan manual

Introduction

Guided approach to adoption

Onboard

Physical workspace planning

Implement

Technical readiness

Before you begin

Control Hub

Manage workspaces in Control Hub

Onboard your devices for Microsoft Teams Rooms

Ready, set, onboard!

You did it!

Explore your new devices

Best practices

Track milestones

Tips for overcoming hurdles during the journey

04

Resources

Your Progress

# Explore your new devices

**Microphone options**
Test your microphone and explore the available options, including music mode, to choose the setting that suits the space and your users most effectively.

**Meeting platform compatibility**
Easily participate in meetings like Webex and Zoom and connect to third-party apps. Test all meeting options to ensure you're well-prepared to share these capabilities with your users.

**Camera settings**
The camera switches between speakers, auto-centers on individuals or groups, or can be manually adjusted. Use individual framing and optimized views for realistic meetings. Enable virtual meeting zones for distraction-free meetings in open spaces and glass-walled rooms. Learn more about camera intelligence for Cisco devices.

**Content sharing**
Flexible content sharing through USB, HDMI, Miracast® or Microsoft Teams Sharing for dynamic and compelling presentations.

**Display web content**
Enable users to directly interact with web applications or content through your device's interface, facilitating tasks like seeking assistance in a room, tracking issues, or using interactive web apps.

**Workspace insights for utilization and smart sensors**
Quickly understand environmental conditions, which rooms are occupied, and how many people are in each room by leveraging real-time data from smart sensors.

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Introduction
Guided approach to adoption
Onboard
Physical workspace planning
Implement
Technical readiness
Before you begin
Control Hub
Manage workspaces in Control Hub
Onboard your devices for Microsoft Teams Rooms
Ready, set, onboard!
You did it!
Explore your new devices
Best practices
Track milestones
Tips for overcoming hurdles during the journey
04
Resources

Your Progress

# Best practices for your setup and maintenance

We've previously covered key best practices for planning collaborative workspace layout and design. Now, integrate these additional guidelines for setup, onboarding, troubleshooting, and future considerations into your planning process.

**Network reliability:**
For optimal stability, use a wired network connection whenever possible. However, if a wired connection isn't feasible, you can opt for a wireless connection instead.

**Integration with productivity tools:**
Integrate collaboration devices with productivity tools and platforms used by your organization, facilitating seamless workflows and document sharing. Learn more about the API and customizations available for your devices.

**Standardized configurations:**
Maintain consistent configurations across all collaboration devices to streamline management and user experience. Use configuration templates to save time.

The plan manual

Introduction

Guided approach to adoption

Onboard

Physical workspace planning

Implement

Technical readiness

Before you begin

Control Hub

Manage workspaces in Control Hub

Onboard your devices for Microsoft Teams Rooms

Ready, set, onboard!

You did it!

Explore your new devices

Best practices

Track milestones

Tips for overcoming hurdles during the journey

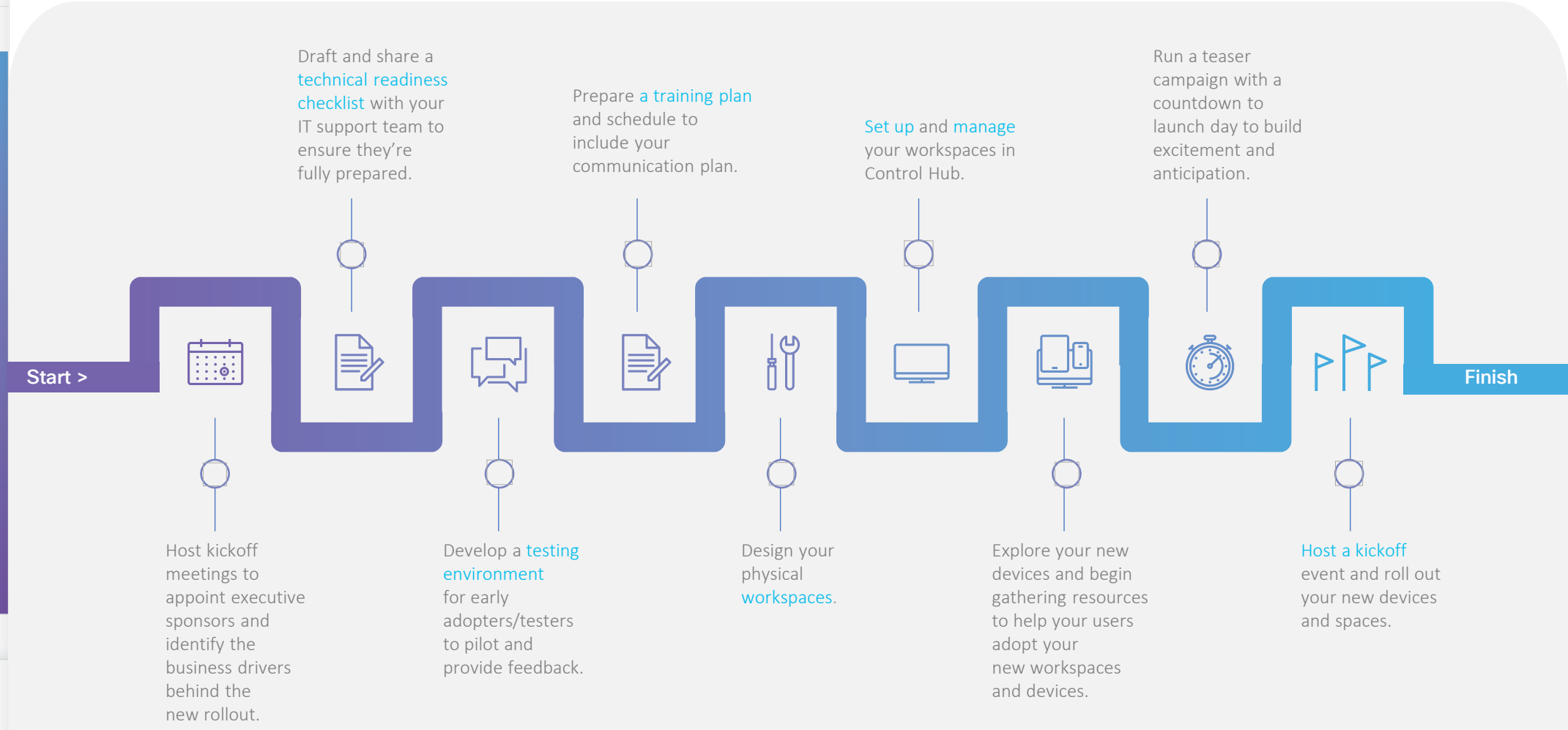
04

Resources

Your Progress

# Track milestones

Think of these milestones as guidance, not mandates, along your journey. Choose the milestones relevant for your plan and business outcomes.



# Tips for overcoming hurdles during the journey

Milestones simplify the monitoring of your adoption objectives. If you find yourself off course, use these tips to help you in get back on track.

### Limited time

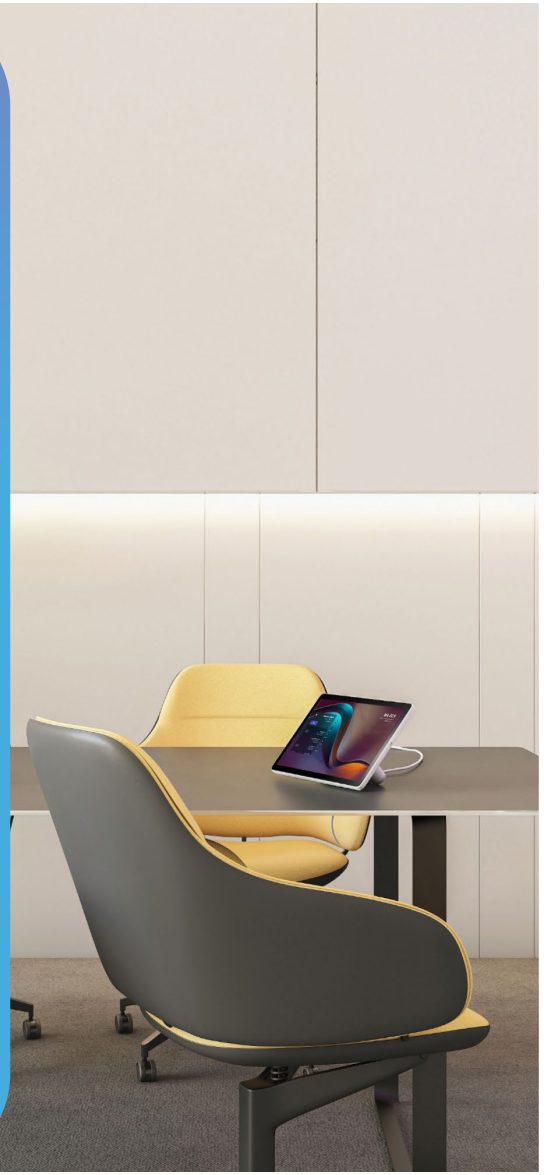
Time is limited and poses a challenge when implementing new technology or processes. Prioritize early action whenever feasible. For instance, during the waiting period for device delivery, take proactive steps to prepare the environment.

### Lack of support

Setting up physical workspaces and devices successfully requires teamwork. Don't attempt it alone. To ensure support, prepare and clearly define the responsibilities of your adoption team and maintain frequent communication.

### Resistance to change

Employees may resist adopting new devices due to unfamiliarity or reluctance to alter established workflows. Offer examples that match their roles to help them better understand how to get the most out of their new devices and workspaces.



Your Progress

# 05

## Resources

Introduction
Guided approach to adoption
Onboard
Physical workspace planning
Implement
Resources

Cisco device resources for administrators
Cisco device resources for end users
Microsoft Teams resources

05

Your Progress

# Cisco device resources for administrators

## Help Center: Control Hub documentation

**Enhanced investment protection:**
Effortlessly manage enterprise-level control for scalable deployments.

- Control Hub
- Get started with Control Hub

**Advanced capabilities:**
Efficient device management, template-based configurations, and real-time alerts for sustained productivity.

- Workspaces in Control Hub
- Device configurations
- Configuration templates
- Device alerts
- Workspace insights in Control Hub
- Lock device settings

**Sustainability and analytics:**
Empower informed decisions with Control Hub for efficient and sustainable organizations.

- Historical data

## Overall

- Cisco devices for Microsoft Teams Rooms
- Cisco RoomOS for Collaboration Devices support for Microsoft Teams Rooms
- Release notes for Cisco devices for Microsoft Teams Rooms

## Adoption resource library

**Quick start guides:**

- Your devices checklist: Make the most of your devices
- Factory reset devices
- Troubleshooting common issues and challenges

cisco

Introduction
Guided approach to adoption
Onboard
Physical workspace planning
Implement
Resources

Cisco device resources for administrators
Cisco device resources for end users
Microsoft Teams resources

05

Your Progress

# Cisco device resources for end users

Adoption resource library

**Quick start guides:**

- Schedule a meeting
- Join a meeting
- Share content

**How-to motion graphics:**

- Schedule a meeting
- Join a meeting
- Share content

Introduction
Guided approach to adoption
Onboard
Physical workspace planning
Implement
Resources

Cisco device resources for administrators
Cisco device resources for end users
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# Microsoft Teams resources

What's new with Microsoft Teams Rooms for Android

What's New in Microsoft Teams Devices
Complete list of updates

Microsoft 365 Roadmap
Planned and released Microsoft Teams Rooms features

Teams blog
Insights into new and upcoming features and announcements for Microsoft Teams, including Microsoft Teams Rooms

Release notes for Microsoft Teams Rooms

Teams device feature comparison

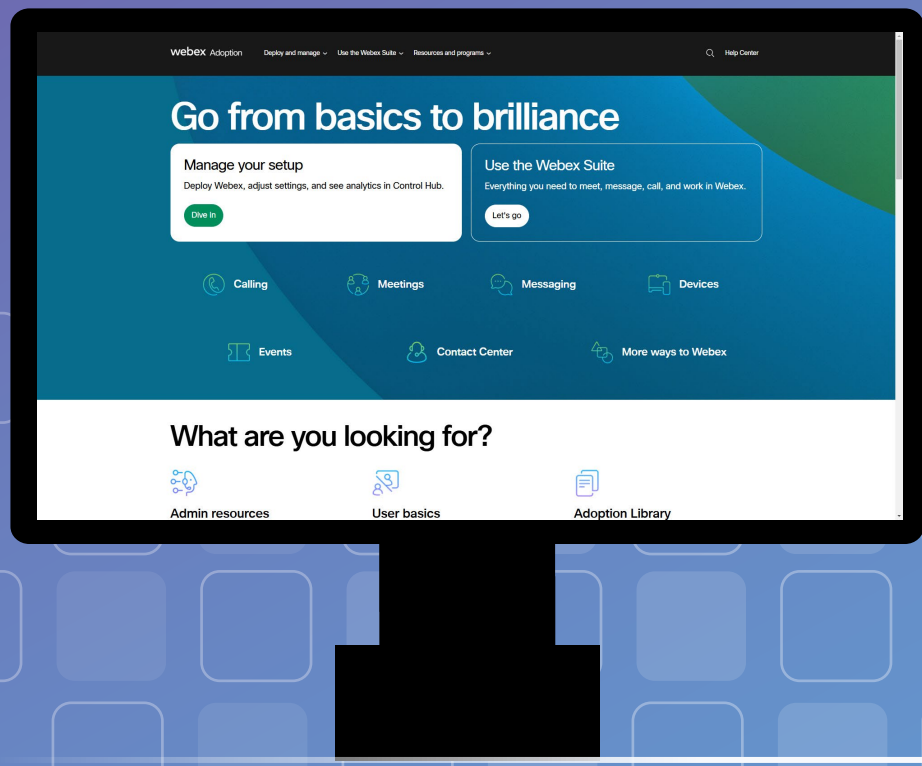
# Your single source for successful adoption

Our structured adoption framework—**Plan**, **Launch**, and **Grow**—is a proven methodology designed to accelerate your success with all Cisco products.

The adoption experts at Webex set the stage for success in driving and sustaining adoption and optimizing long-term value through our robust help site, dedicated adoption platform, and academy. When users fully embrace the technology, it delivers real business results.

This framework is more than just a process, and our guidebooks are more than just manuals—they're a strategic investment in the success of your product.

Visit Webex Adoption



# Well done!

You've connected with the right individuals, established realistic goals, set up your devices in Control Hub, and effectively onboarded them for your organization. Your deliberate strategy is in motion.

Now, let's introduce the latest collaboration solutions and workspaces to your organization, inspiring users to adopt and reach their goals! Ready to launch?