

Your adoption manual 3 of 3:

Cisco devices for Microsoft Teams Rooms

Optimize and expand your investment

Solution certified for Microsoft Teams

Download manual for optimal interactivity.

Where are you in your journey?

Before you start, let's make sure you're in the right place. 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.

Choose your stage:

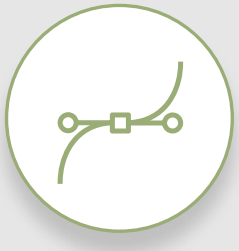


Plan

Onboard and implement

You're just getting started. Define business outcomes, set up workspaces, and configure your Cisco devices for Microsoft Teams Rooms.

Continue to plan >



Launch

Use, engage, adopt

You've successfully onboarded your devices and are prepared to launch. You're in the right place!

Continue to launch >

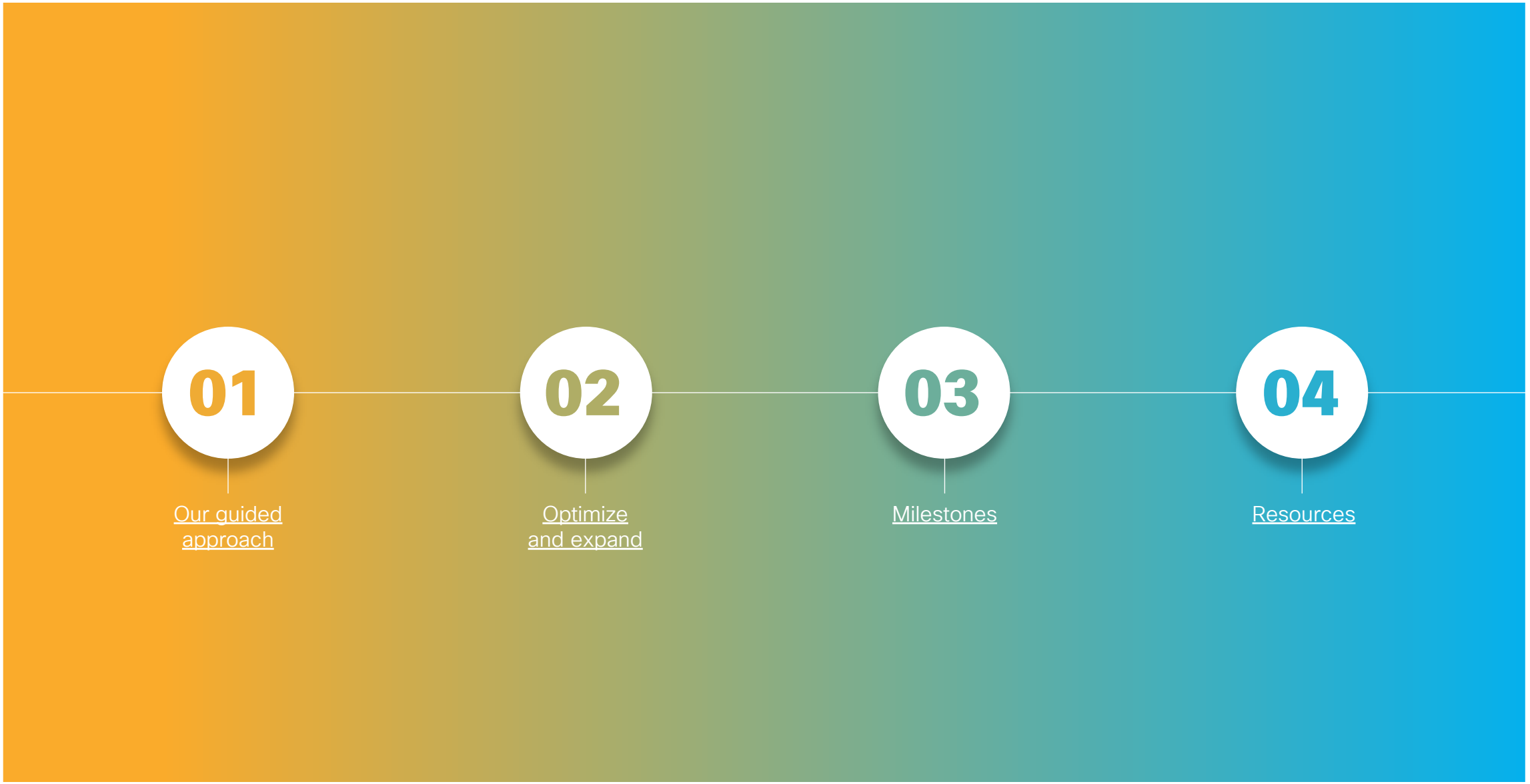


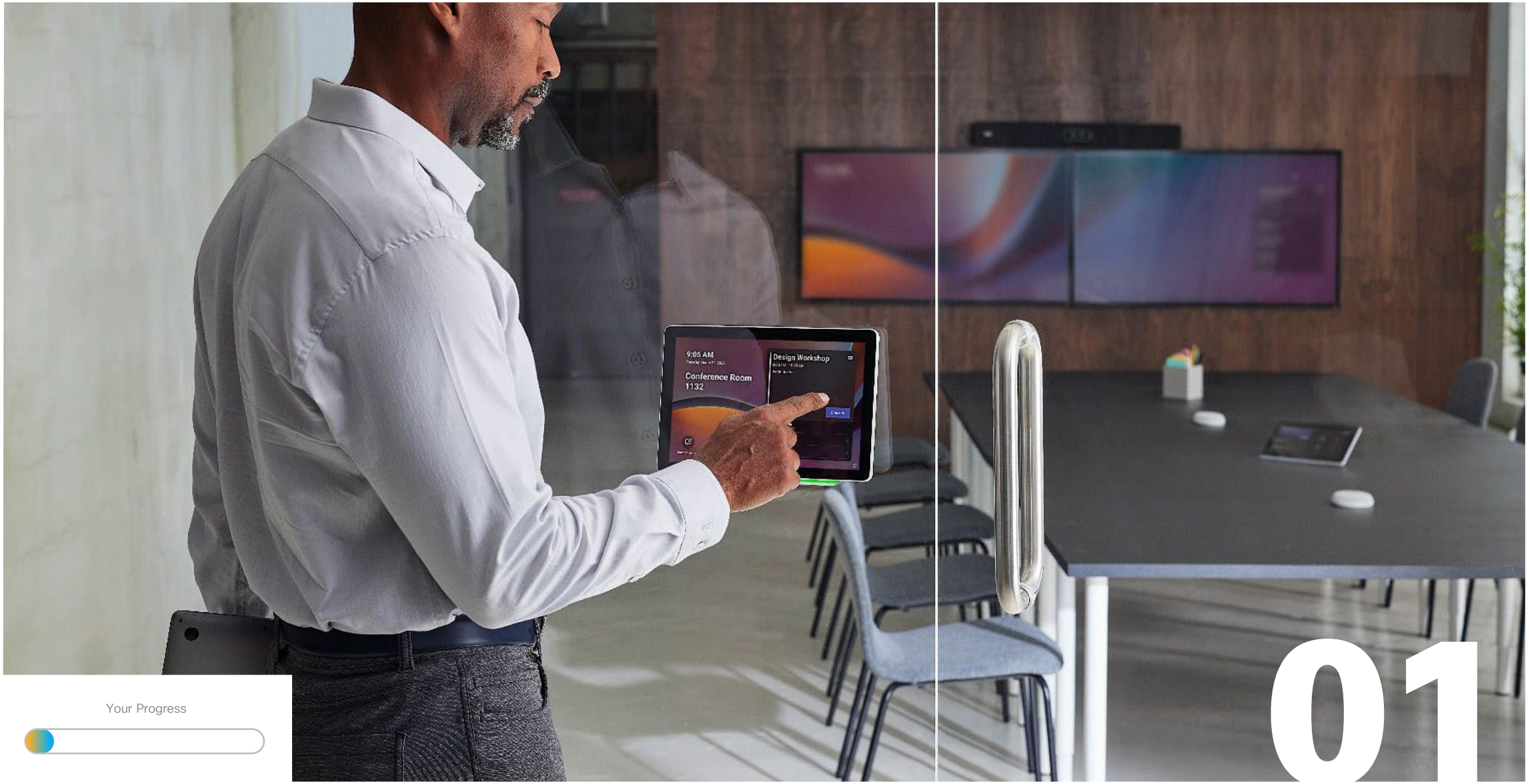
Grow

Optimize and expand

You've completed plan and launch, and you're ready to grow and expand your investment.

Let's keep going >


01
Our guided approach
02
Optimize and expand
03
Milestones
04
Resources



Your Progress

01

Our guided approach

Your adoption journey, plan your next steps

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.

The plan phase is where we assist you in outlining your goals, engaging with executive sponsors, setting up your workspaces with Cisco devices, installing and configuring Microsoft Teams Rooms on those devices, and preparing for 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 and expand

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.

- Stay current with the latest releases
- Use workspace analytics and user preferences shown in Control Hub to plan your next spaces
- Expand and integrate more solutions into business processes

Just a little further! Don’t give up now.

Companies that implemented solution adoption guidebooks from start to finish experience an average of 25% increase in ROI, according to a study by McKinsey.

You've successfully set up your Cisco devices in **Plan** and effectively rolled it out to your organization in **Launch**. Now, let's maximize the benefits of your devices. Only two final milestones to your adoption journey: **optimize** and **expand**. Use these resources and guidance to ensure that your Cisco devices for Microsoft Teams Rooms are being used to their fullest potential.

Introduction
Our guided approach
Just a little further
Preview of what's ahead
01
Optimize and expand
Milestones
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 growing with your Cisco devices for Microsoft Teams Rooms.

- [ ] Stay informed about new releases, upcoming features, and announcements to ensure you're leveraging the latest tools and capabilities.
- [ ] Monitor workspace insights and analytics regularly to identify trends, usage patterns, and environmental conditions for optimized resource management.

Keep collaborating with the adoption team you built during the planning stage, including HR and facilities, for continued success.

- [ ] Enhance your workspaces and discover new ways to expand their functionality.
- [ ] Continue to drive adoption by helping users recognize the ongoing benefits of integrating the new devices into their daily workflows.
- [ ] Maximize your investment by enabling more of your workspace with Cisco devices.
- [ ] Take advantage of all available resources to support your goals.



Your Progress

02

Optimize and expand

The grow manual

Introduction

Our guided approach

Optimize and expand

Stay in the know

Leverage key insights from reports

Elevate your workspaces and expand user cases

Highlight benefits for your users

Grow with Cisco

Webex Suite

ThousandEyes

Meraki

Cisco Spaces

Signage

Slido

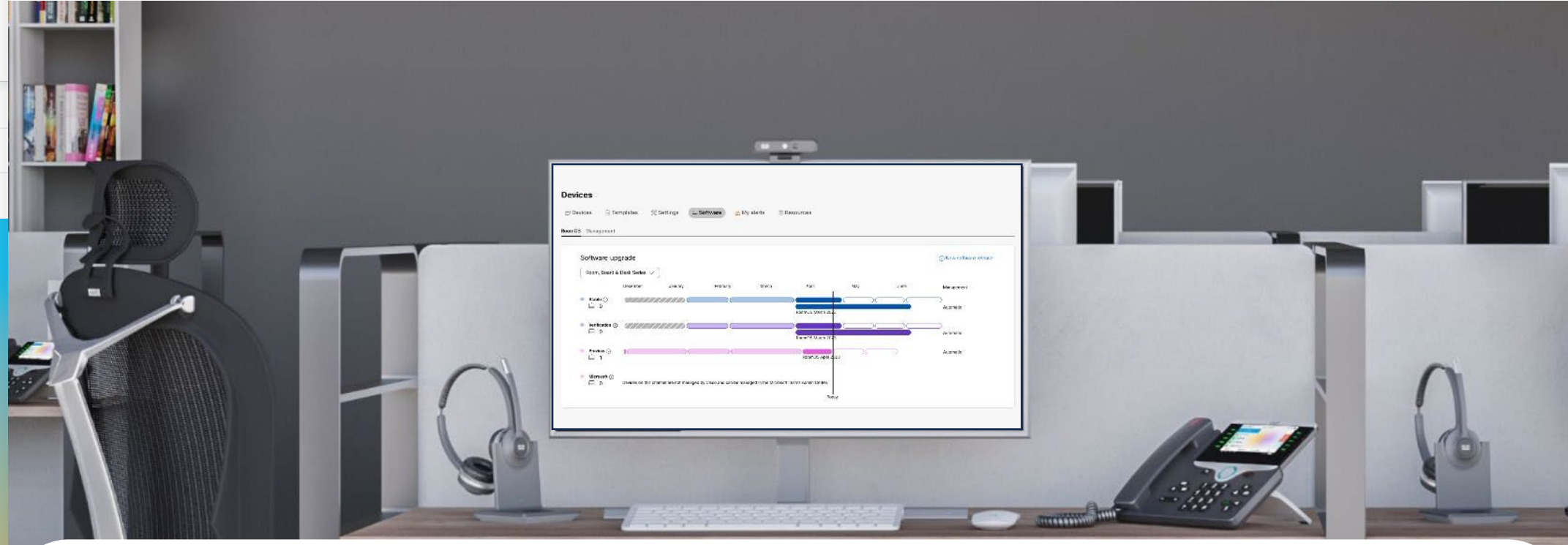
Discover more devices

02

Milestones

Resources

Your Progress



Stay in the know

Keep informed with the latest announcements, upcoming releases, and new features to enhance workflows and fully leverage the benefits of your Cisco devices for Microsoft Teams Rooms.

RoomOS release notes for Microsoft Teams Rooms

Get a comprehensive overview of the releases for your Cisco collaboration devices running RoomOS with Microsoft Teams Rooms on Android.

RoomOS software updates*

Learn about RoomOS software upgrades, how to check for new releases, and more.

What's new in Control Hub*

Discover the latest updates in Control Hub, including enhancements to the interface, new service functionalities, and improved tools for managing your workspaces and devices.

*Tip: Subscribe to these articles to receive notifications when they're updated.

Introduction
Our guided approach
Optimize and expand
Stay in the know
Leverage key insights from reports
Elevate your workspaces and expand user cases
Highlight benefits for your users
Grow with Cisco
Webex Suite
ThousandEyes
Meraki
Cisco Spaces
Signage
Slido
Discover more devices
Milestones
Resources

Leverage key insights from reports

Regularly review workspace insights and analytics to spot trends, usage patterns, and environmental conditions, allowing for efficient resource allocation and enhanced operational effectiveness.

Tip: Engage the adoption team you established during the planning stage, including HR and facilities, to ensure continuous collaboration and alignment.

Strategic steps to help you effectively analyze and act on data:

Identify pain points

Use data to pinpoint areas where user experience or workflow may be hindered. Recognizing these pain points allows for targeted improvements that enhance productivity and overall workspace satisfaction.

Select relevant metrics

Identify the key performance indicators (KPIs) that directly align with your objectives and goals established in the Plan stage. When presenting your findings, avoid overwhelming your audience with too much data; instead, provide a concise set of impactful metrics.

Utilize data visualization

Graphs, charts, and dashboards can make complex data more understandable. Visualization tools in Control Hub can help you identify trends and outliers at a glance.

Compare periods

Compare current data with historical data to identify any significant changes or trends over time.

Elevate data to leadership

When it's time for quarterly reviews or renewal discussions, use these tips to present data to your leadership team.

What's next? Use this data to plan your next workspaces.

Elevate your workspaces and expand your use cases

When people come together to learn and connect, something special happens. Sometimes that magic unfolds before the meeting over a cup of coffee, or during a break while stretching and chatting. But we all know in-person attendance isn't always possible for everyone. That's where hybrid meetings shine—bringing the best of both worlds.

However, the goal isn't to lose the magic of in-person interactions by isolating everyone on their personal devices. Cisco devices are built to enhance these experiences with features like dynamic presenter tracking, prominent views of remote speakers, and a front-row experience for every participant—whether they're in the room or joining remotely. All while providing immersive, crystal-clear sound for everyone.

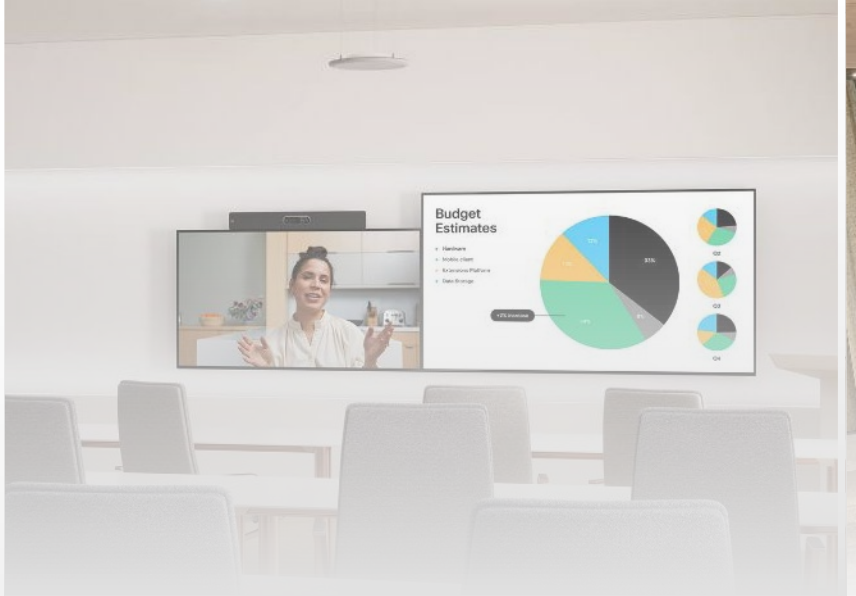
You have the tools—now let's make sure you're using them to their fullest potential across all types of hybrid meeting scenarios.



Ideation spaces

Enable your teams to collaborate effortlessly in environments designed for creativity and problem-solving. These spaces support both hybrid and in-person sessions, making it easy to brainstorm, co-create, and refine ideas. Equipped with tools for dynamic collaboration, ideation spaces are perfect for everything from quick ad-hoc meetings to structured innovation workshops that drive impactful outcomes.

Elevate your ideation spaces >



Training rooms

Create a highly engaging environment for hybrid learning sessions that put both the presenter and shared content at the forefront. Whether it's a professional development workshop or a technical training session, these spaces are designed to foster participation and focus. With seamless integration of technology, every attendee—whether in-person or remote—can stay connected, interact meaningfully, and gain valuable insights.

Elevate your training room >



Auditoriums

Transform large venues into dynamic, multi-purpose spaces that accommodate hybrid presentations, seminars, and community events. Advanced technology ensures that both local and remote presenters can engage audiences equally, keeping them front and center. With immersive audio, crisp visuals, and flexible configurations, auditoriums are ideal for delivering keynote speeches, panel discussions, or organizational announcements to diverse and distributed audiences.

Elevate your auditoriums >

The grow manual

Introduction

Our guided approach

Optimize and expand

Stay in the know

Leverage key insights from reports

Elevate your workspaces and expand user cases

Highlight benefits for your users

Grow with Cisco

Webex Suite

ThousandEyes

Meraki

Cisco Spaces

Signage

Slido

Discover more devices

02

Milestones

Resources

Your Progress

Highlight benefits for your users

As communication stabilizes post-launch, it's important to maintain momentum. Implement these strategies to help users recognize the ongoing benefits of integrating the new devices into their daily workflows.



Device roadshow or drop-ins

These events can include drop-in clinics, demos, lunch-and-learns, and both virtual and in-person meetings. The goal is to help users feel comfortable and confident with the new devices. A common reason users hesitate to engage with new technology is the fear of breaking something. Roadshows allow users to familiarize themselves with the technology and explore its potential benefits for their daily workflows. Take a look at our handy checklist for hosting a device roadshow or demo.

Feature spotlight email campaign

We know users often rush in and out of meeting rooms without time to explore all the great features of the new device. Bring the discovery to them with a spotlight campaign showcasing some exciting features they might not know about. Check out our email templates below to get started! Remember, users are more likely to embrace new technology if they see a clear benefit to their daily tasks.

Feature spotlight: Scheduling
Feature spotlight: Camera intelligence
Feature spotlight: Sharing / BYOD

Continue to engage your champions

During the Launch phase (page 23), you established an internal champion program. Now, it's important to maintain that momentum by regularly checking in with these champions and understanding their experiences. Gather their feedback and suggestions and share their success stories throughout the organization. Highlighting their experiences reinforces their importance and inspires others to embrace the new devices, fostering a supportive community that drives further adoption and innovation.

Grow with Cisco

Ready to take your setup even further? Let's explore additional resources and technology that can elevate your Cisco devices experience. Discover more products and services that integrate seamlessly with these devices.

Reminder: To unlock key integrations and customizations on your devices, ensure they are registered in both Control Hub and the Teams Admin Center (Microsoft). You'll find step-by-step instructions for provisioning workspaces and registering Cisco devices in Control Hub starting on page 28 of the **Plan** manual.

Let's keep growing! >

The grow manual

Introduction

Our guided approach

Optimize and expand

Stay in the know

Leverage key insights from reports

Elevate your workspaces and expand user cases

Highlight benefits for your users

Grow with Cisco

Webex Suite

ThousandEyes

Meraki

Cisco Spaces

Signage

Slido

Discover more devices

02

Milestones

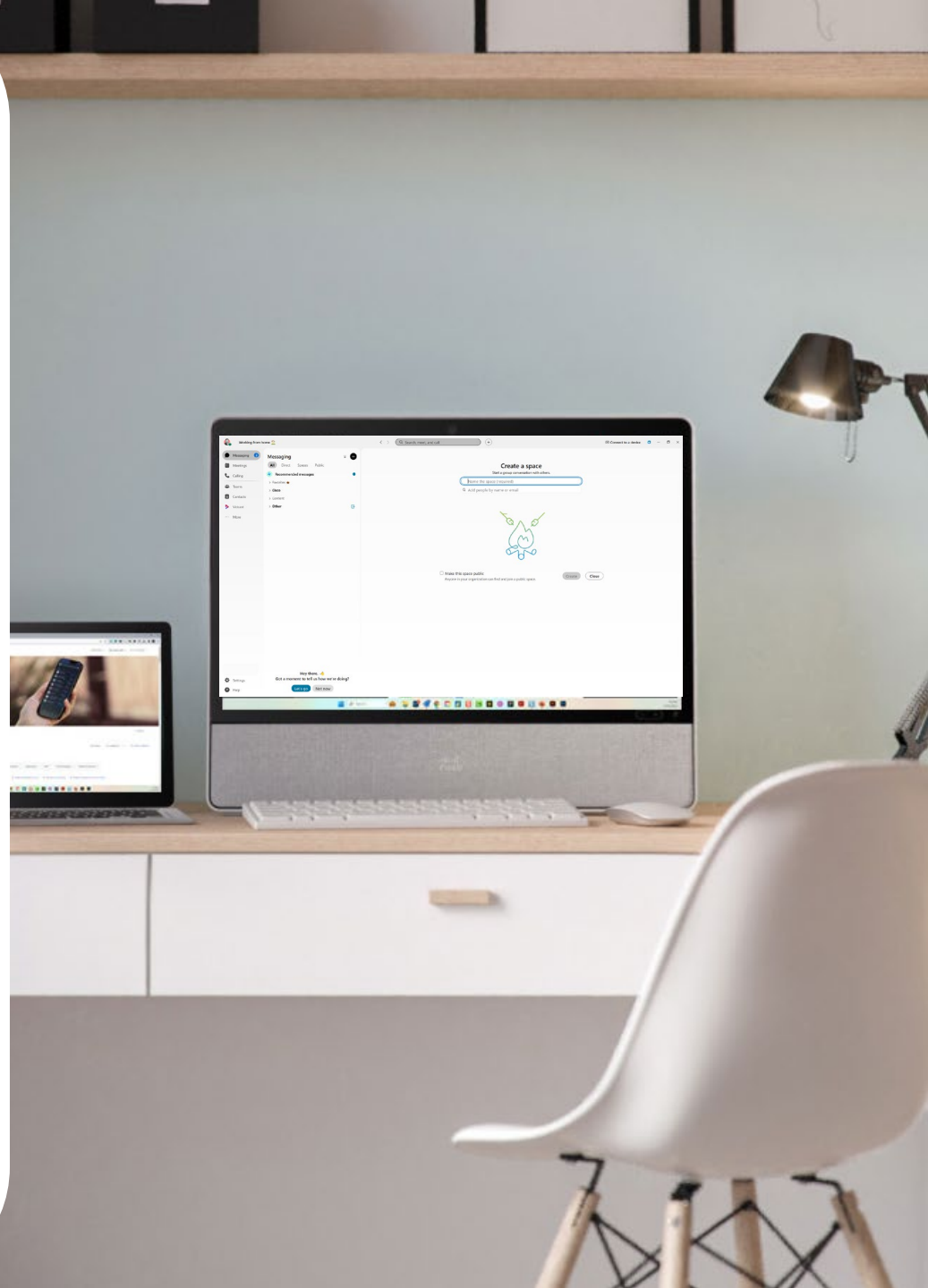
Resources

Your Progress

Webex Suite

Cisco devices for Microsoft Teams Rooms are built for interoperability, allowing seamless joining of Webex, Zoom, and bring-your-own-device meetings. With integrated Webex, you can access all Webex Meetings and Webinar features. But there's more—explore the full Webex Suite to unlock even more powerful collaboration tools.

Learn more about all-in-one, AI-powered collaboration



The grow manual

Introduction

Our guided approach

Optimize and expand

Stay in the know

Leverage key insights from reports

Elevate your workspaces and expand user cases

Highlight benefits for your users

Grow with Cisco

Webex Suite

ThousandEyes

Meraki

Cisco Spaces

Signage

Slido

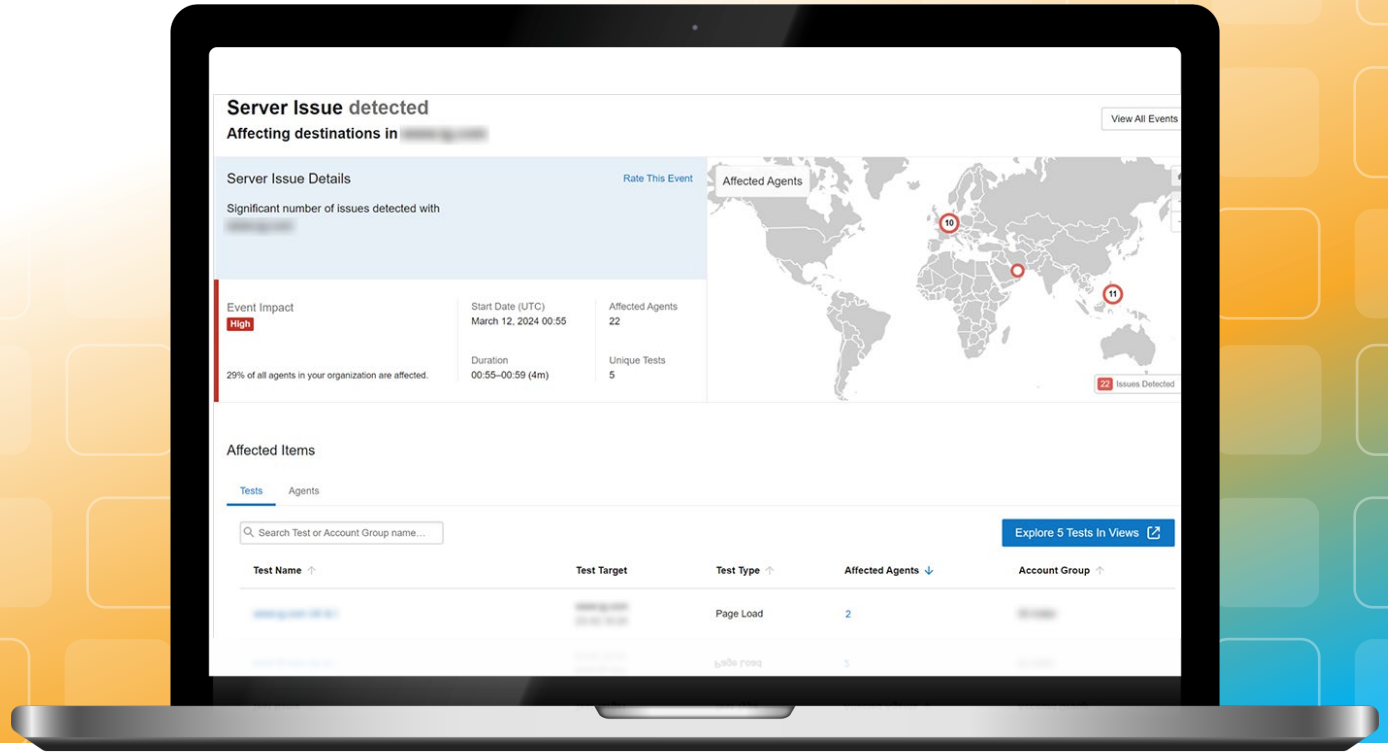
Discover more devices

02

Milestones

Resources

Your Progress



Watch video

See more with ThousandEyes

Gain visibility, insights, and control to ensure seamless digital experiences for every user across every network—even those beyond your ownership. Learn more about ThousandEyes >

Enable ThousandEyes Agent on your Cisco devices for Microsoft Teams Rooms to get hop-by-hop network path visibility when these devices are part of meetings. ThousandEyes Agent is already part of the RoomOS software, but you need to enable it on selected or all devices in Control Hub. Use this help article to learn more and get step-by-step instructions for how get started.

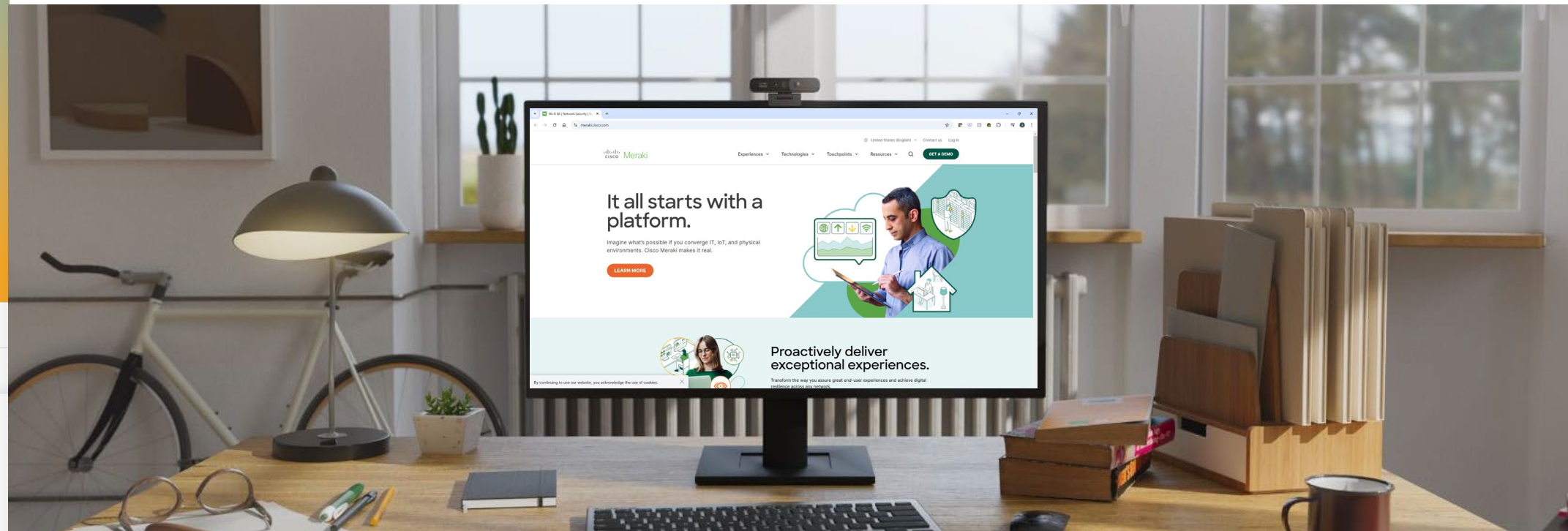
Introduction
Our guided approach
Optimize and expand
Stay in the know
Leverage key insights from reports
Elevate your workspaces and expand user cases
Highlight benefits for your users
Grow with Cisco
Webex Suite
ThousandEyes
Meraki
Cisco Spaces
Signage
Slido
Discover more devices
02
Milestones
Resources

Your Progress

Enhance troubleshooting with Cisco Meraki

Cisco Meraki solutions include next gen wi-fi, cybersecurity, and digital workplace technology designed to meet the ever-changing IT demands with a cloud network platform that adapts to your vision. Learn more about Meraki >

With your Cisco devices for Microsoft Teams Rooms registered in Control Hub, you have access to easily integrate Meraki with you troubleshooting. Use this help article to learn more.

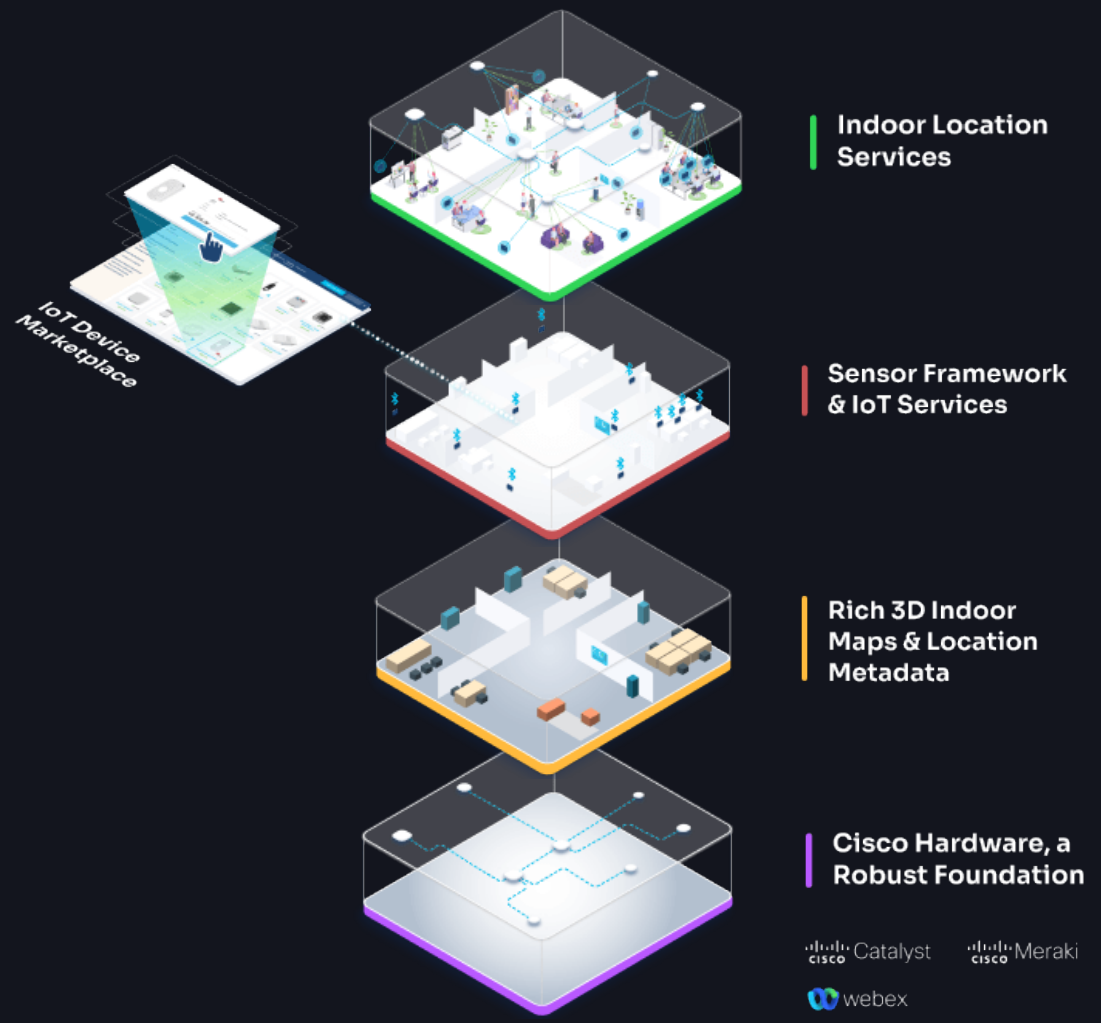


Cisco Spaces: All the tools a smart space needs, on one platform

Connect your Cisco devices to Cisco Spaces and transform your buildings into smarter, connected environments. Cisco Spaces leverages your Cisco Network Infrastructure—access points, switches, cameras, collaboration devices, and third-party IoT sensors. It offers a comprehensive open framework with 3D maps, location metadata, indoor location services (Wi-Fi, BLE), third-party sensors, native apps, partner applications, and meta-APIs.

With a cloud-based architecture, Cisco Spaces can be deployed across multiple buildings and locations in just 30 minutes, making it quick and scalable. Recognized as the most widely deployed smart spaces platform globally, it empowers organizations to optimize spaces, improve experiences, and make data-driven decisions effortlessly.

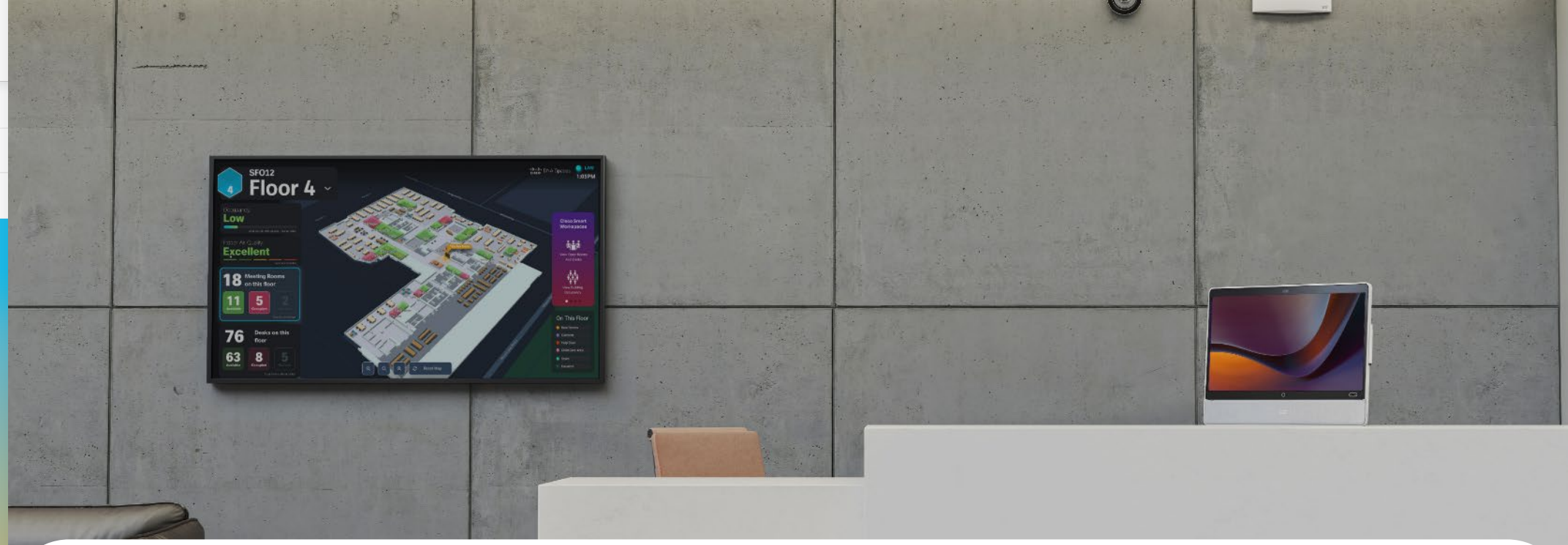
Why spaces?



Introduction
Our guided approach
Optimize and expand
Stay in the know
Leverage key insights from reports
Elevate your workspaces and expand user cases
Highlight benefits for your users
Grow with Cisco
Webex Suite
ThousandEyes
Meraki
Cisco Spaces
Signage
Slido
Discover more devices
Milestones
Resources

02

Your Progress



Integrate with signage providers

The signage capability in Cisco devices for Microsoft Teams Rooms enables you to display web-based corporate messaging on your Cisco devices when they're idle. This solution also supports integrations with signage providers AppSpace and Cisco Spaces across different deployment modes. With a seamless bridge, the Cisco Rooms and Microsoft Teams experiences, empower you to transition between platforms without losing functionality.

Introduction
Our guided approach
Optimize and expand
Stay in the know
Leverage key insights from reports
Elevate your workspaces and expand user cases
Highlight benefits for your users
Grow with Cisco
Webex Suite
ThousandEyes
Meraki
Cisco Spaces
Signage
Slido
Discover more devices
Milestones
Resources

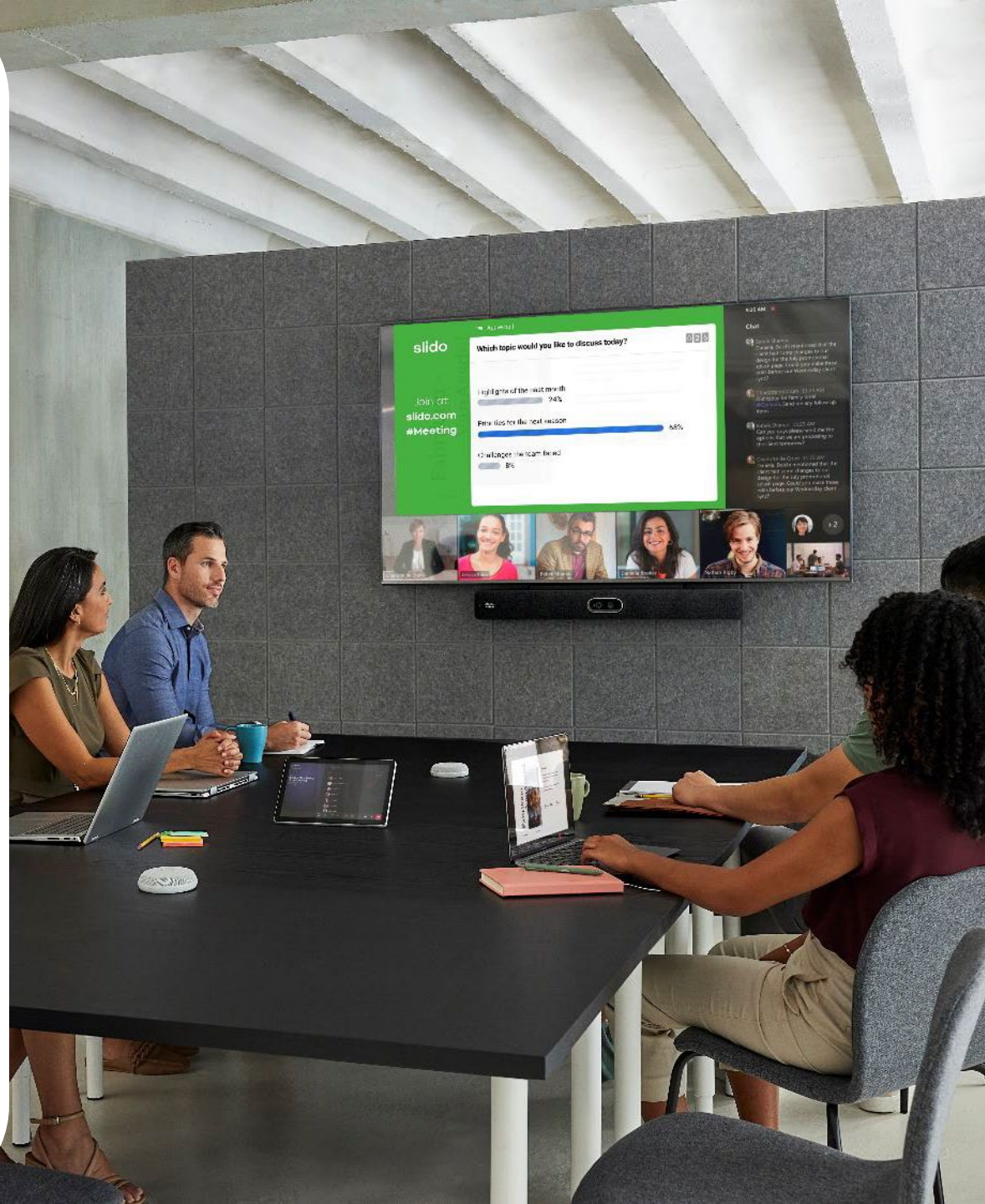
Your Progress

Engage more with Slido

Slido makes it easy to engage meeting participants by capturing feedback through live polls, Q&As, and quizzes, with results displayed in eye-catching word clouds. It works standalone or integrates with platforms like Teams, Webex, and Zoom.

Explore more ways to use Slido

Ready to integrate with your collaboration tools?
Learn more about Slido integrations >



Discover more devices

Enhance every workspace with Cisco's phones, headsets, and cameras, designed to deliver crystal-clear audio, sharp video, and seamless connectivity. Equip your team with the best-in-class devices that support productive, high-quality collaboration across all your work environments.



Cisco phones

A broad portfolio to meet the needs of every workstyle.



Cisco headsets

Get exceptional sound, call control, and management from the industry-leading business headset provider.



Cisco cameras

Show everyone in their best light with a range of USB webcams and room conferencing cameras.



Your Progress

03

Milestones

The grow manual

Introduction

Our guided approach

Optimize and expand

Milestones

Milestones

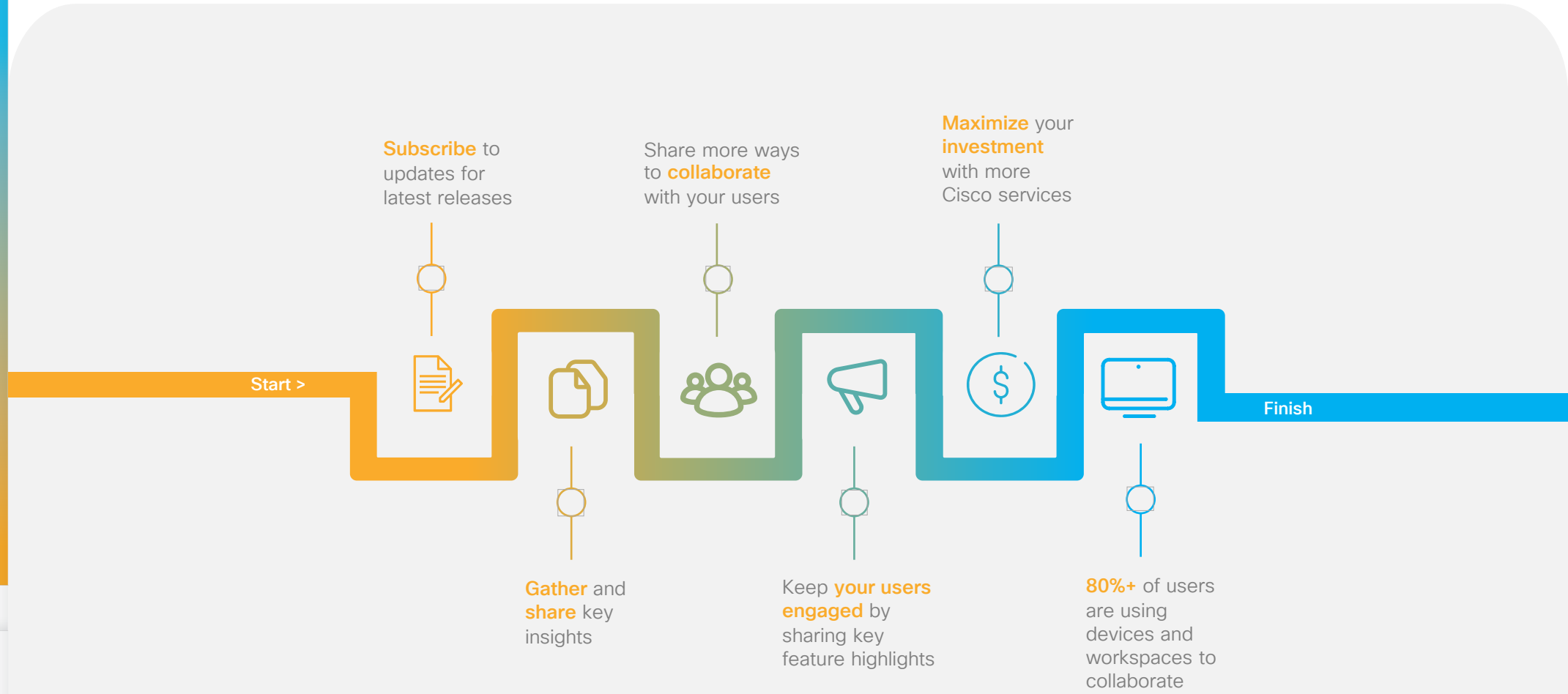
03

Resources

Your Progress

Track milestones

Consider these milestones as helpful markers, not firm requirements, on your journey. Select the ones that align with your plan and desired business goals.





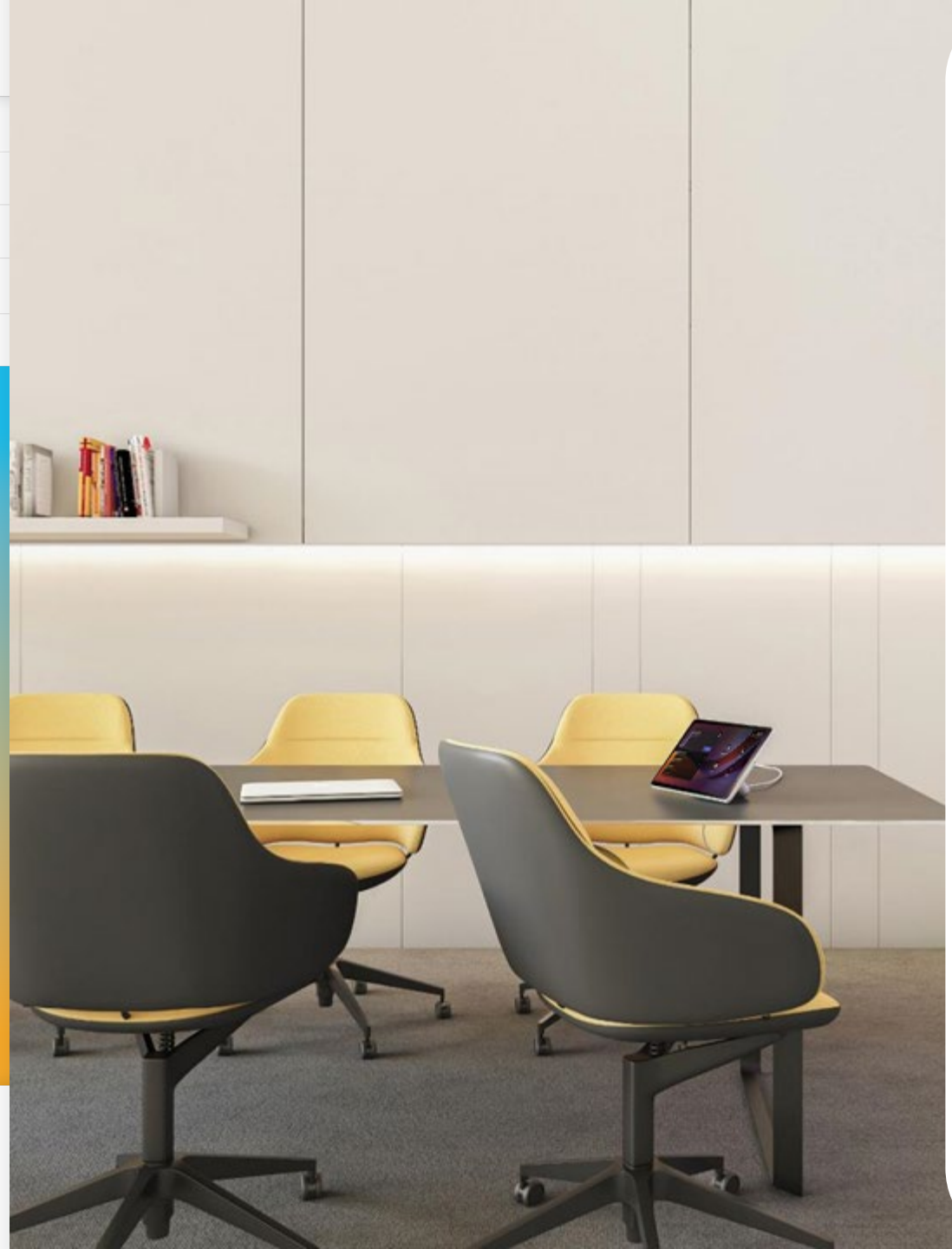
Your Progress

05

Resources

Introduction
Our guided approach
Optimize and expand
Milestones
Resources

Resources
Administrators
Users
Support along the way
Adoption



Resources

The following pages contain a collection of resources from Plan, Launch, and Grow, designed to help you quickly find the reference you need. This page features general resources, while the upcoming pages are organized for administrators and end users.

Overall

- Adoption resource library
- Learn more about available Cisco devices for Microsoft Teams Rooms
- Release notes for Cisco devices for Microsoft Teams Rooms
- Hybrid work with Cisco devices for Microsoft Teams Rooms

RoomOS with Control Hub registration updates

- Release notes for RoomOS software
- What's new in Control Hub

Microsoft Teams updates

- What's new in Microsoft Teams devices
- Release notes for Microsoft Teams Rooms
- Microsoft 365 roadmap
- Microsoft Teams blog

Introduction
Our guided approach
Optimize and expand
Milestones
Resources

Resources
Administrators
Users
Support along the way
Adoption



Resources for administrators

Device deployment and troubleshooting

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

In-room experience customizations

- Customize your in-room experience
- Configure macros and user interface extensions for Board, Desk, and Room Series
- Enable webhooks for alerts in Control Hub
- Webhooks for room analytics in Control Hub
- User interface extensions
- Enable digital signage

Device management and support

- Manage and support your device deployment
- Workspaces in Control Hub
- Device alerts in Control Hub
- Device configurations for Board, Desk, and Room Series devices
- View device statuses in Control Hub
- View a device's history in Control Hub
- Proactively monitor usage and meeting room environment
- Workspace insights in Control Hub
- Launch XCommands in Control Hub
- Manage phones, Teams Rooms on Android, Teams displays, and Teams panels

Introduction
Our guided approach
Optimize and expand
Milestones
Resources

Resources
Administrators
Users
Support along the way
Adoption

04

Your Progress

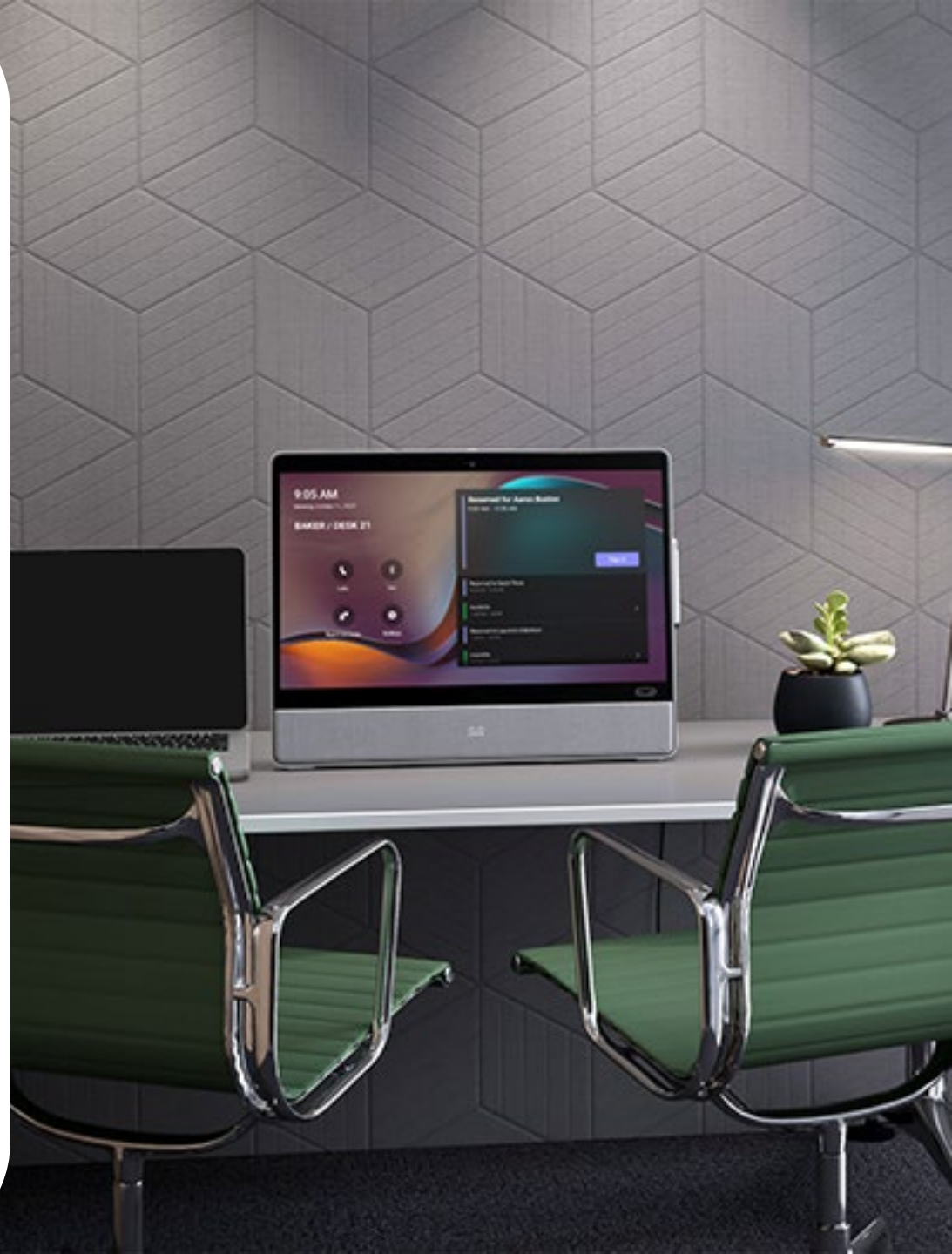
Resources for end users

Basic experience

- Schedule and join Microsoft Teams Rooms meetings
- Schedule a Microsoft Teams Rooms meeting with a Cisco device
- Join a Microsoft Teams Rooms meeting with a Cisco device
- Join with a meeting ID
- Join an ad-hoc meeting (Meet now)
- Share content in Microsoft Teams Rooms meetings
- Place Webex calls
- Call from laptop using Cisco devices as a web camera
- Join a Microsoft Teams Rooms meeting via Room audio with a Cisco device

Advanced features

- Overview of camera modes
- Select a camera mode on Board, Desk, and Room Series
- Choose the best camera mode for your meeting and device
- Frames mode for Board and Room series
- Control panel basics on Cisco devices
- Customize your meeting view in Microsoft Teams
- Spotlight someone's video in Microsoft Teams meetings
- Pin a video
- Whiteboard
- Live reactions





Support along the way

Open a support ticket
Cisco provides first-line support for your Microsoft Teams Rooms devices. If you're experiencing any issues and have a service agreement on your devices, you can open a case.

Cisco Community
Need peer support? Engage in discussions, seek technical support, and exchange ideas.

Cisco RoomOS for collaboration devices
Explore how-to articles and ready troubleshooting tips for administrators and users.

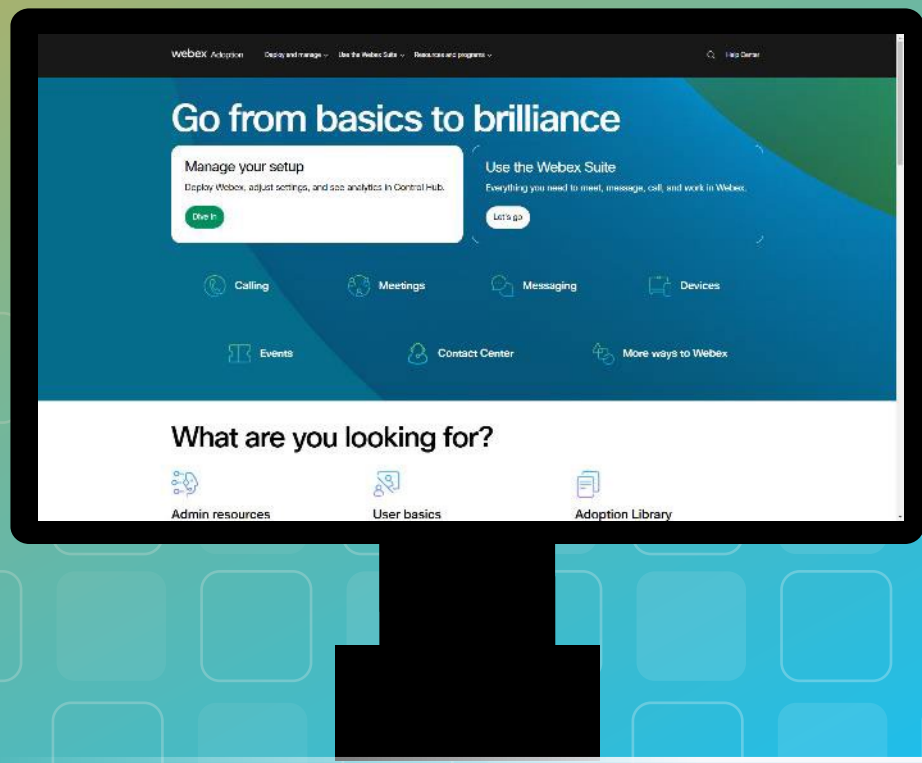
Your single source for successful adoption

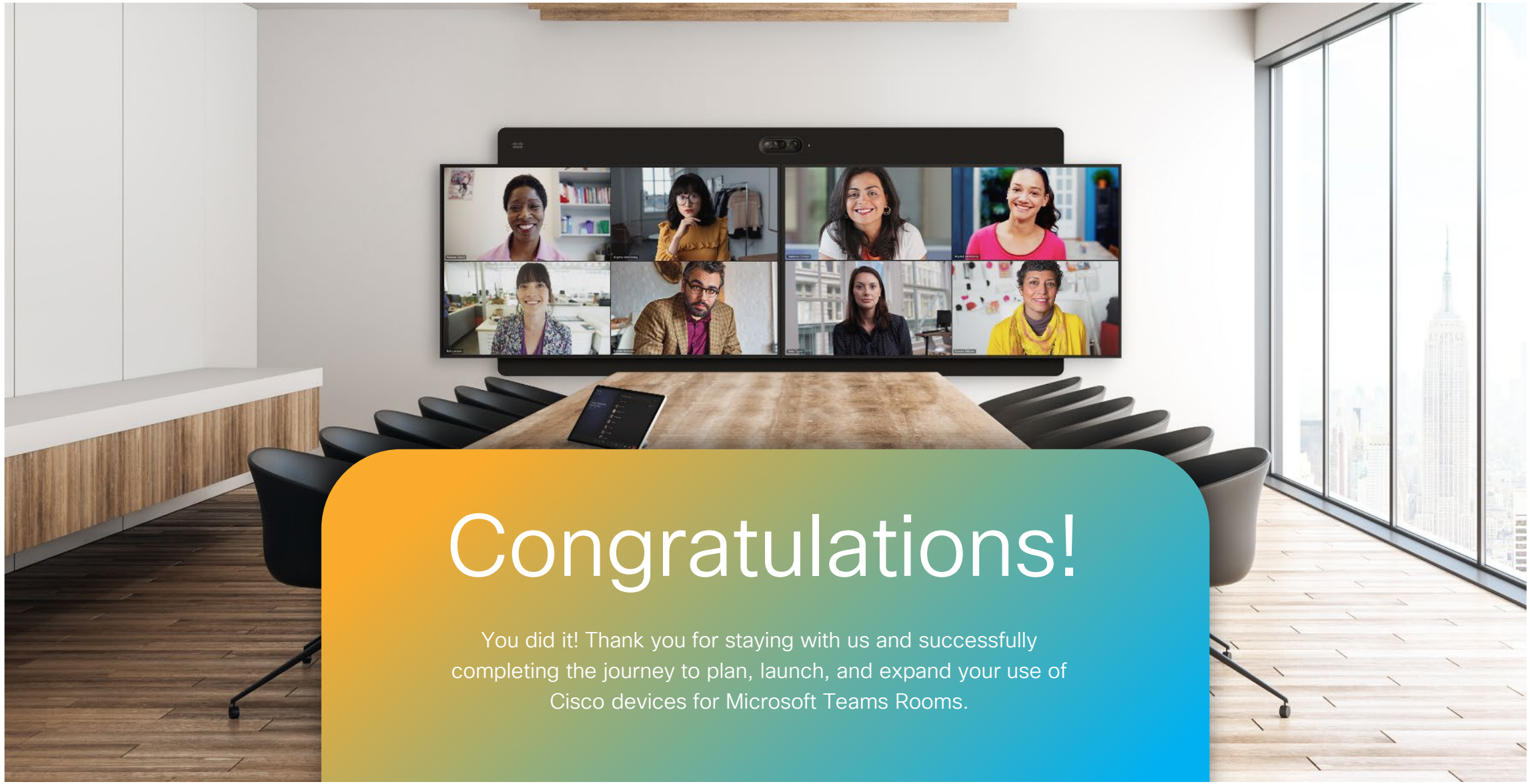
Our structured adoption framework—**Plan**, **Launch**, and **Grow**—is a proven methodology designed to accelerate your success with all Cisco products.

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





Congratulations!

You did it! Thank you for staying with us and successfully completing the journey to plan, launch, and expand your use of Cisco devices for Microsoft Teams Rooms.