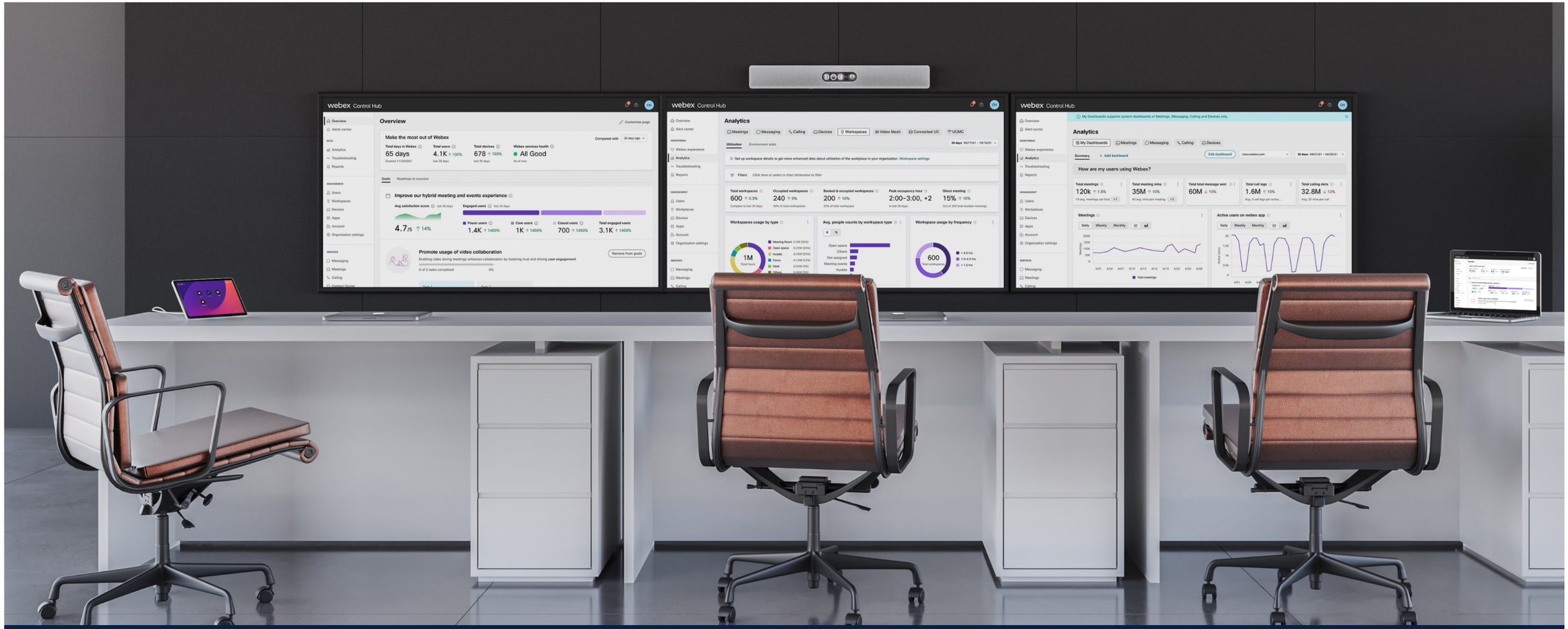


Seamless device administration using Control Hub

The portal for **configuring, monitoring, and troubleshooting** Cisco devices and Webex services.

What’s inside

You don’t have to read everything right now—take it step by step or jump to the section you need.

Configure	Monitor	Troubleshoot
Get started >	Track analytics >	Troubleshoot meetings and calls >
Set up admin roles >	Use report data >	See more with ThousandEyes >
Set up Locations and Workspaces >	Set up alerts >	Monitor with Meraki >
Add test devices >	Audit device history >	Use Remote Access >
Understand how to configure >	Understand device lifecycle >	Generate device logs >
Configure meeting services >		Create a remote support key >
Harness the power of Cisco on Cisco >		
Basics: Enhance the admin and user experience >		
Advanced: Customize amazing in-room experiences >		
Add production devices >		
Manage software versions >		

Make sure you’re reading the latest version of this guide.

Introduction

There's a lot to think about when deploying a service in your organization. You may need a solution designed to scale. It would need to protect your data, comply with industry standards, and provide insightful analytics that help you adapt to what employees need and how they collaborate. You'd also want to manage all users, devices, and services through a single interface.

Control Hub does all of this. It's a central portal for administering everything related to your Cisco devices and services, such as meeting and calling.

If you're deploying your devices for the first time—or have already deployed them and want to learn about best practices for configuration, monitoring, and troubleshooting—this guide is for you.

Learn more

Your Cisco devices are powered by RoomOS: the operating system that enables rich admin and end-user experiences configurable using this guide.

Let’s check something first

Look at the options on the right and find the one that’s most relevant to you.

Learn more about Webex Calling and your deployment options. For more on Cisco phones, check out these support articles.

Where are you on your Cisco devices* journey?

Webex cloud registered

Your devices are (or will be) Webex registered.

You’re in the right place. This guide is for you.

On-premises with Webex Edge for Devices

Your devices are (or will be) registered on-premises but also connected to Webex using Webex Edge for Devices.

Many of the suggestions in this guide will be relevant to you. Use them in combination with the full deployment guide for Webex Edge for Devices.

Pure on-premises

Your devices are (or will be) registered on-premises using Cisco Unified Communications Manager (Unified CM) or Cisco Expressway.

Please refer to the Solution Reference Network Design (SRND) or if you’re considering moving to the cloud, read this support article.

Microsoft Teams Rooms

Your devices are (or will be) used with Microsoft Teams Rooms to enable a native Teams experience.

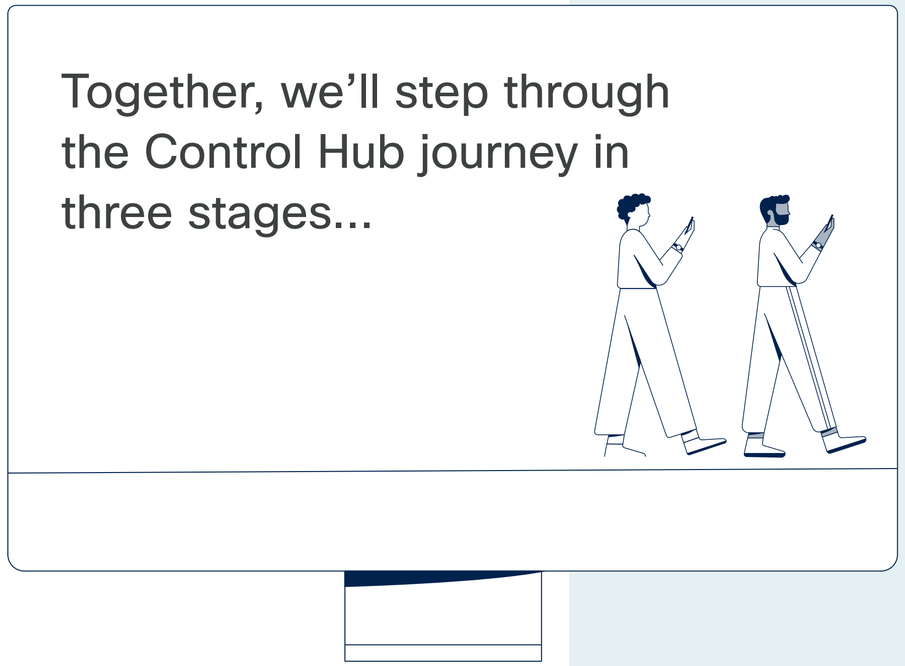
Some of the suggestions in this guide will be relevant to you. Use them in combination with our guidebooks for Microsoft Teams Rooms.

*This guide covers Cisco Desk, Board, and Room Series. It also covers Cisco Room Navigator as a standalone device.

Why read this guide?

Configuring your devices in the best way possible unlocks powerful capabilities that can save you time, enable more effective deployments, and secure your return on investment. We'll be sharing recommendations that enhance both the admin and end-user experience, making things easier for you and for teams across your organization.

Whether you're on Day 0—or reviewing an existing setup—it's never too late to maximize your device investment and discover new ways to engage your employees.



Configure

Set up and deploy your devices to optimize day-to-day operations, from simple configuration to rich integrations.

Monitor

Track call and meeting quality, usage, and adoption through monitoring capabilities such as analytics and detailed reports.

Troubleshoot

Resolve call or meeting issues quickly, fixing incidents before they become problems that affect the wider organization.

Navigate your adoption journey

You've got a lot of power right now. You have the power to plan and roll out a deployment that affects every single person in your organization. That's a big deal.

But remember—you're not figuring this out alone. Getting a deployment right is part of a much wider adoption journey, involving colleagues in change management, implementation, facilities, operations, and HR, as well as smaller teams on the ground.

As you think about what's needed to set up, monitor, and troubleshoot your deployment, share your ideas with the wider adoption team. Which user and admin experiences would most benefit your organization? How might they support business goals, promote engagement, and encourage continuous improvement?

Let your colleagues know there's a tried and tested framework called the Cisco adoption methodology. It's a structured approach to help you deploy efficiently and make optimal use of your Cisco technology.

Take a look at our adoption methodology to support you at every stage (Plan, Launch, and Grow) and check out our customizable adoption assets.

Create the perfect Workspace

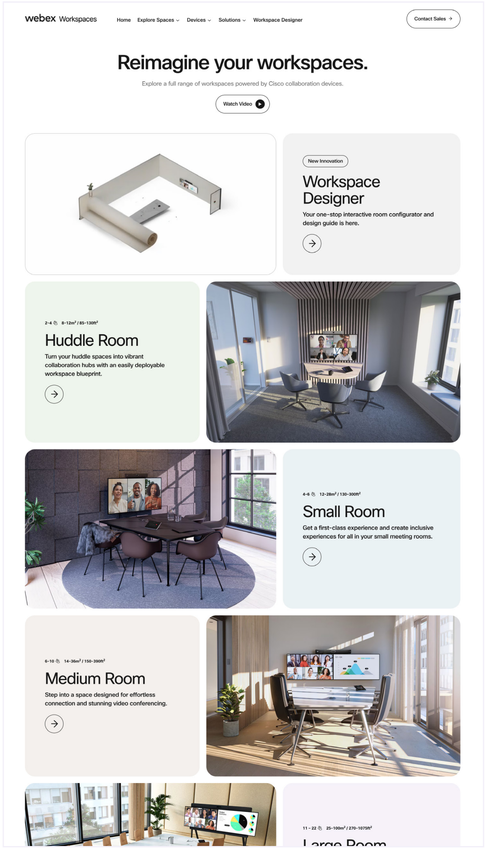
From the placement of your cameras and microphones, to the position and type of furniture used, the layout of your meeting rooms and Workspaces is essential to employee productivity. But how do you get the layout right? Cisco Workspaces and Workspace Designer ensure everyone can be seen, heard, and can actively engage in meetings.

1

Select your room types

Simply choose a room type to find a wide range of advice and guidance, from choosing the right devices to sample blueprints on where to place items within your Workspace.

Try Cisco Workspaces

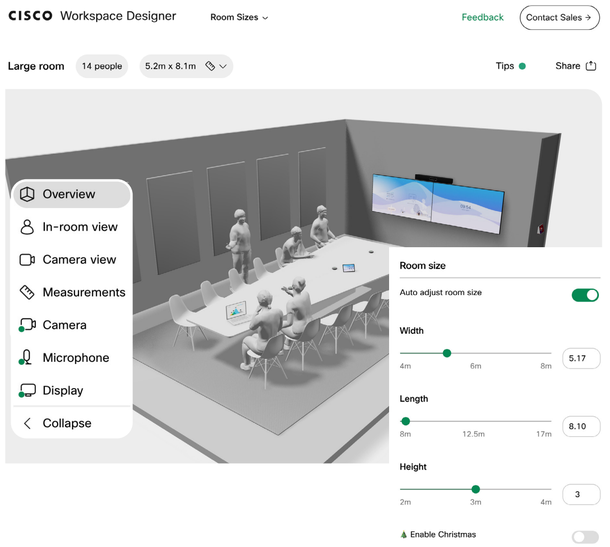


2

Go one step further with Cisco Workspace Designer

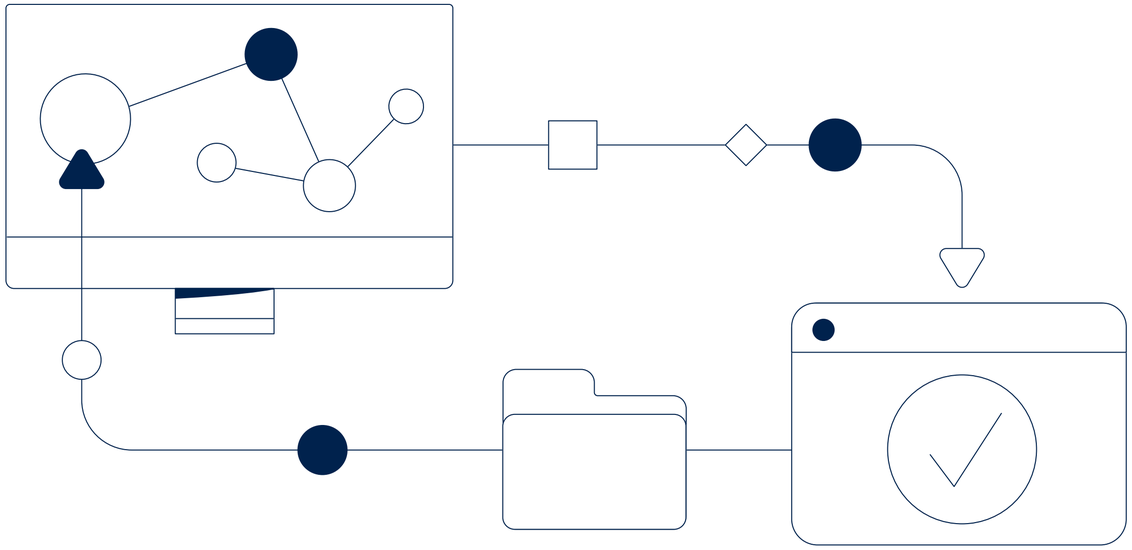
With Cisco **Workspace Designer**, you can input your exact room dimensions to find out how to balance furniture, acoustics, and your devices. The result? Clear, trouble-free meetings.

Get started with Workspace Designer.



Shared or personal mode

Each Cisco device must be assigned a usage mode. Shared usage mode is for shared Workspaces, such as meeting rooms. Personal usage mode associates the device with a single person, for their individual use.



Shared usage mode

The most common mode, for devices in–and associated with–a specific Workspace. Each device can either have its own identity (e.g. “Meeting Room 1”) or run in hot desking mode to allow users to sign in to the device with their Webex identity.

How to add shared mode devices.

Standalone Navigator mode

Applies to Cisco Room Navigator devices. In this mode, the Navigator can function as a room booking system, placed outside a meeting room and/or on the table. Navigators also display a variety of web content.

How to add a standalone Navigator.

Personal usage mode

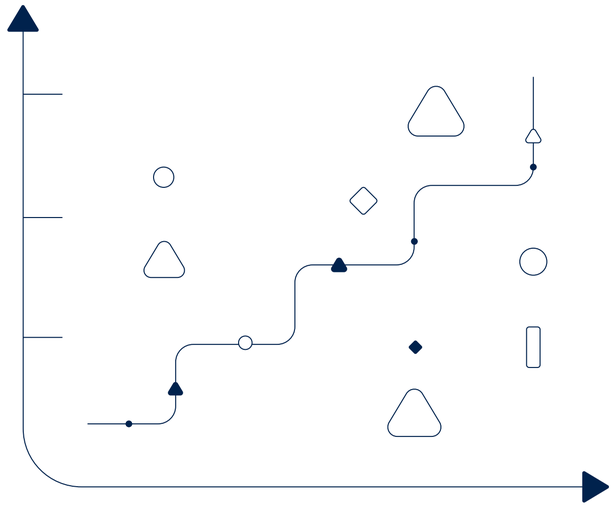
This ties a Cisco device to a user you have previously created in Control Hub. It allows you to integrate with their calendar so they can easily join scheduled meetings and calls.

How to add personal mode devices.

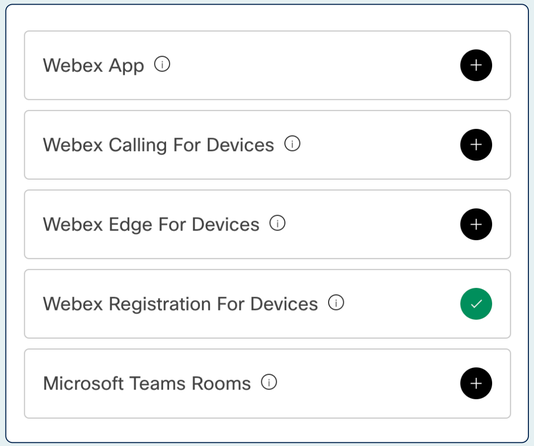
Prepare your network

Before we start looking at the incredible things Control Hub can do, we've got to make sure your network is set up correctly. By visiting our Help Center, you can generate a list of network requirements based on the services you want to deploy.

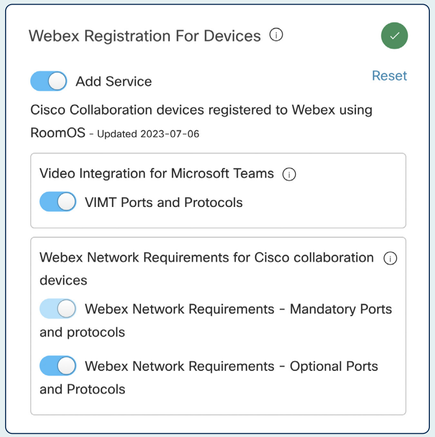
Getting this step right is key to ensuring your network is operating securely and efficiently.



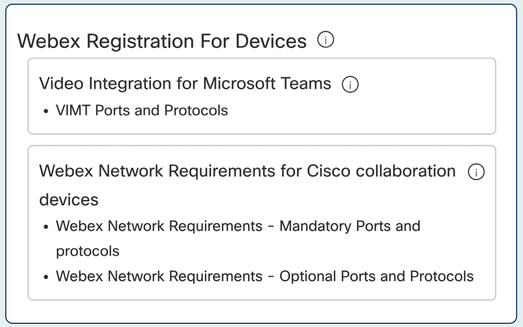
1 Select the service you'd like to deploy



2 Select the sub-services



3 Generate requirements



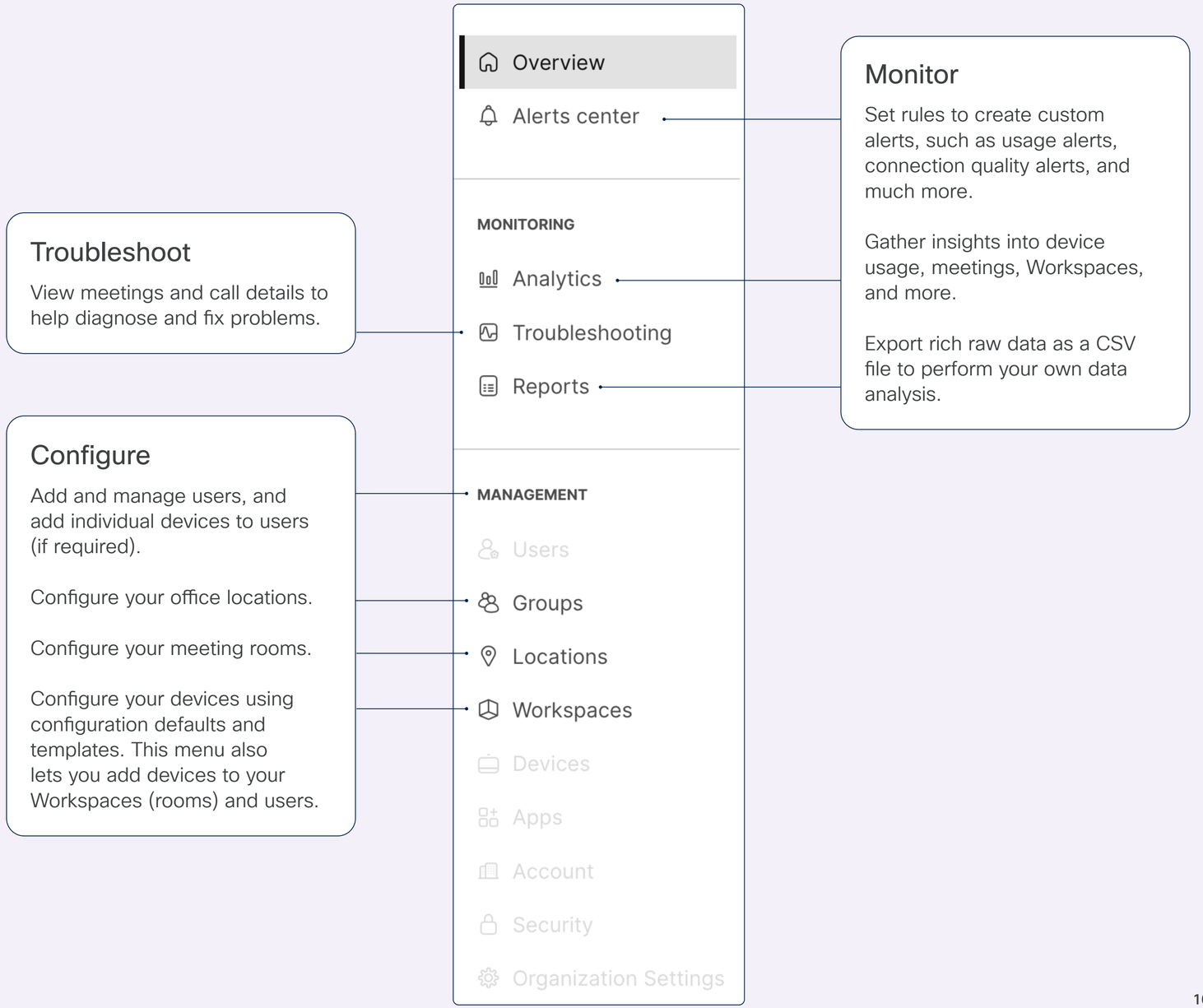
4 Edit your inputs at any time

Quick guide to the interface

This is the main navigation menu in Control Hub.

We’re going to tackle each item one at a time. It’s a good idea to stick with the order in this guide, as many of the earlier steps need to happen first.

Log in to your Control Hub at admin.webex.com to see how each menu item connects to the Configure, Monitor, and Troubleshoot sections of this guide.



Configure

Let’s lay the foundations for a smooth deployment.

We’ll cover Locations, Workspaces, admin roles, and key configuration methods, including how to speed things up by using configuration defaults and templates.

There’s a range of experiences possible for admins and end users. We’ll explore them step by step and test configurations in lab Workspaces before deploying devices to rooms.

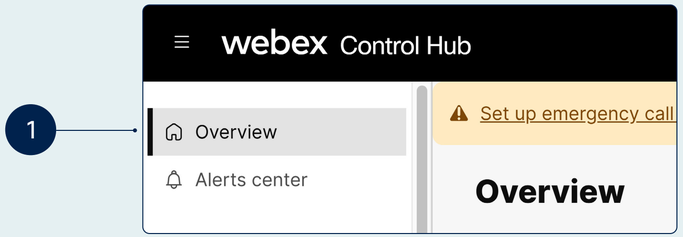
It’s up to you which features you’ll enable. We’ll look at how to enhance engagement and get the best out of your devices—you’ll decide what works for your organization.

Configure / Monitor / Troubleshoot

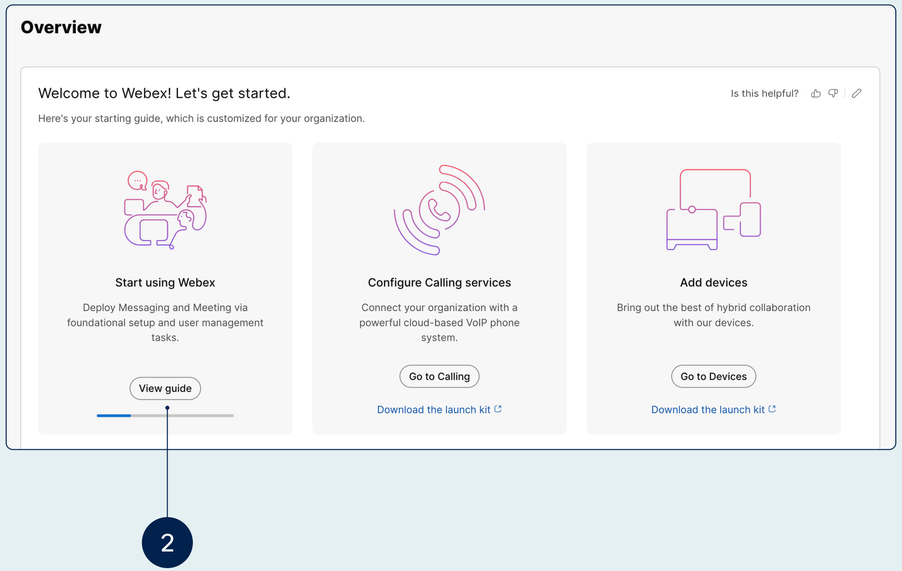
Setting up	Get started	Set up licenses, enable calendars, add users, and activate SSO/MFA.
	Set up admin roles	Expand your Cisco device support team by assigning admin roles.
	Set up Locations and Workspaces	Create and configure office Locations and Workspaces (rooms) and add users.
	Add test devices	Create a lab Workspace for each of the test devices you want to activate.
Configuring your devices	Understand how to configure	Understand the main ways to configure: device settings, configuration defaults, templates, and Workspace integrations.
	Configure meeting services	Get your meeting services up and running for Webex, Microsoft Teams, Google Meet, Zoom, or other third-party services.
	Harness the power of Cisco on Cisco	Explore the benefits of the wider Cisco ecosystem, such as ThousandEyes, Meraki, and Cisco Spaces.
	Basics: Enhance the admin and user experience	Learn about the core configuration, device settings, and Workspace integrations that will matter most to your employees and your organization.
	Advanced: Customize amazing in-room experiences	Refine your configuration and add customizations, including macros, web apps, and Cisco Camera Intelligence.
Final deployment	Add production devices	Take the final steps towards full deployment by activating devices using your activation codes.
	Manage software versions	Understand what's possible with automatic upgrades versus advanced software management.

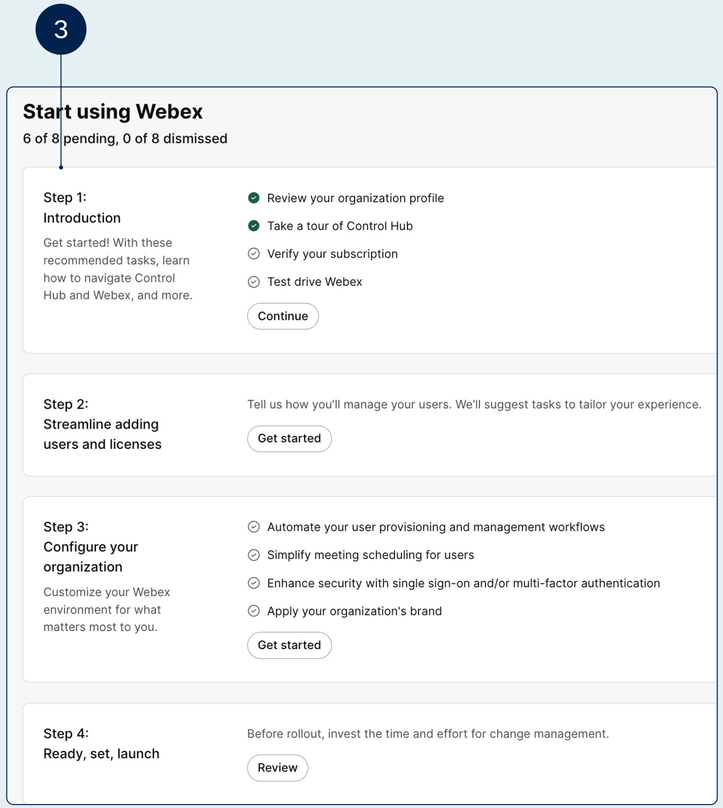
Get started

Control Hub includes a step-by-step guide and checklist to keep track of your Webex setup progress. Many of these steps are also useful when adding Cisco devices.



Click **Overview > View guide** to begin.





Step 1

A

Review your organization profile

Review your profile and account information, including data locations (important for compliance reporting).

B

Take a tour of Control Hub

Familiarize yourself with the Control Hub interface and take the short guided tour.

C

Verify your subscription

Get an overview of all your licenses across all subscriptions.

To add devices, you'll need device registration licenses.

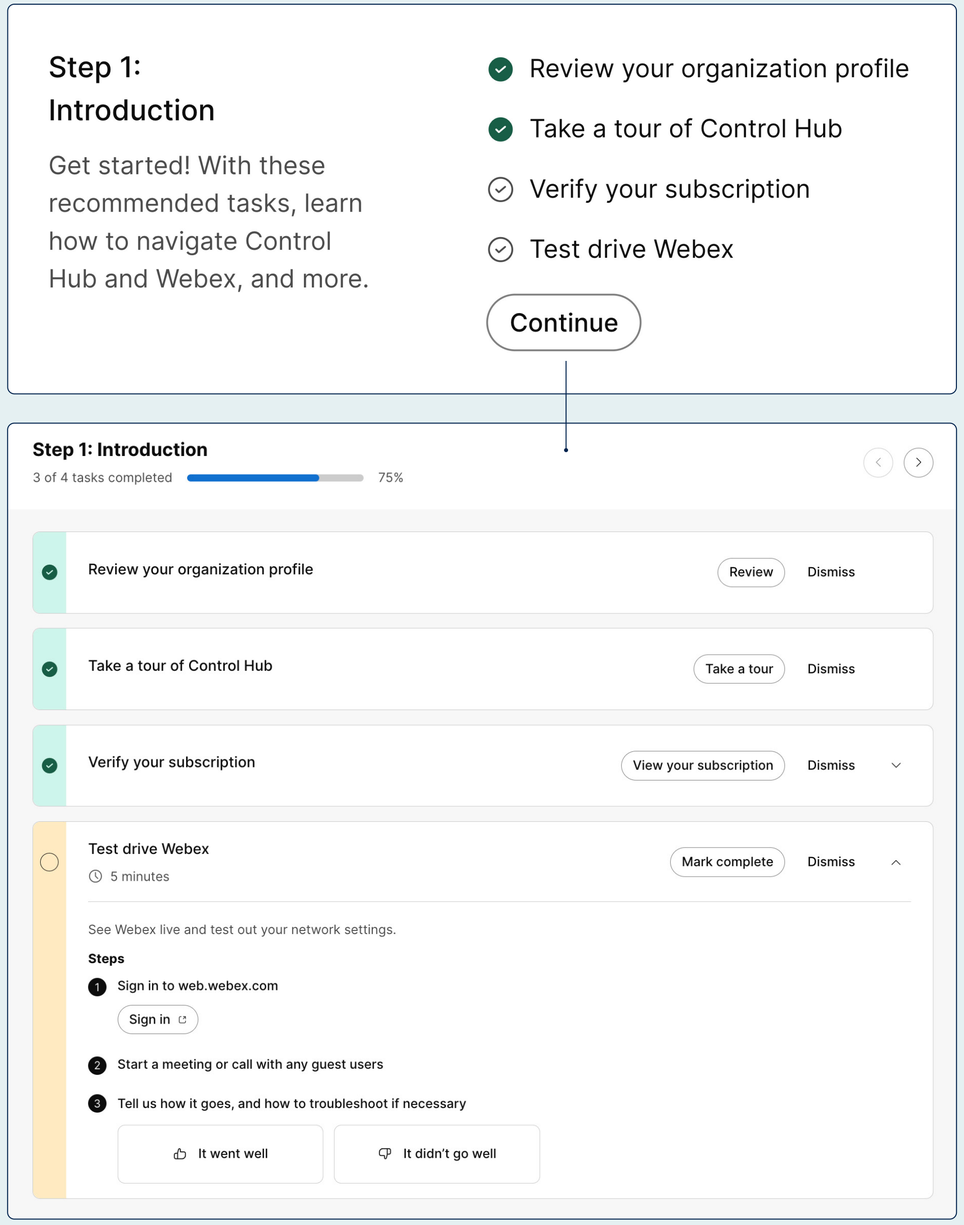
D

Test drive Webex

If you're also setting up Webex services, now is the perfect time to test the app and understand how employees will use it.

Download here

Optional step



Step 2

Important

You must verify your domain to continue

A

Set up license assignments

Assign licenses to new and existing users automatically, giving them instant access to Webex services.

Learn how

Note: You'll only need to assign licenses to users if they want to use specific Webex services, like hosting Webex meetings or using Webex Calling. In this guide, we focus on device registration licenses only.

Optional step

B

Set activation email preferences

By default, when a user is added, they are sent an activation email. You have the option to change the email behavior: send automatically or send later.

Learn how

Optional step

C

Add users

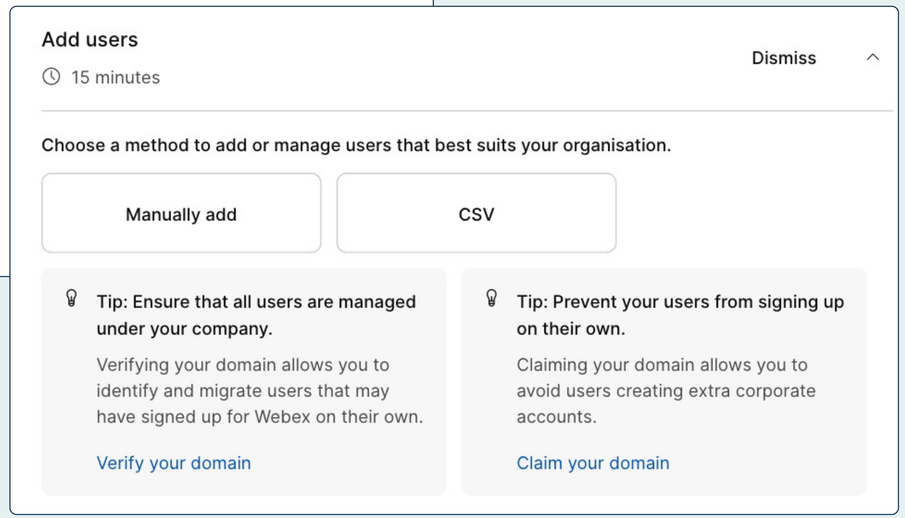
You don't need to add users to get started with your Cisco devices, but adding users (manually or by synchronizing with a directory) makes room booking easier. It also allows devices to be assigned to users to operate in personal mode (ideal for leadership team offices or home offices).*

You can also add admin users. These users have admin privileges and can help you deploy and maintain your Cisco devices.

Learn how to add admin users.

Already have some Webex users active in your organization?
If users have previously signed up to Webex using their work email address, you can claim these users and add them to your organization.

Learn how to claim users.



Step 2: Streamline adding users and licenses

- Setup license assignments
- Set activation email preference
- Add users

Get started

*Activation emails are sent as soon as users are added.

Step 3

Step 3:
Configure your organization

Customize your Webex environment for what matters most to you.

- Automate your user provisioning and management workflows
- Simplify meeting scheduling for users
- Enhance security with single sign-on and/or multi-factor authentication
- Apply your organization's brand

Continue

Optional step

A

Automate user provisioning and management workflows

Create groups, license templates, and setting templates. This step is optional and based on your requirements for deploying additional services for your users.

Using Groups makes it easier to manage and configure subsets of users. Groups can either be manually created or synchronized from your directory.

Learn more

Strongly recommended

B

Make it easy to schedule and join meetings with hybrid calendar

Connect your corporate calendar, such as Microsoft Exchange, Exchange Online, or Google Calendar. This activates One Button to Push (OBTP) for joining calls and meetings.

Learn how

Simplify meeting scheduling

10 minutes

Set up the hybrid calendar

Strongly recommended

C

Enhance security with SSO or MFA

Add authentication and security measures, such as Single Sign-On (SSO) or Multi-Factor Authentication (MFA).

Set up MFA
Set up SSO

Optional step

D

Show your organization's identity

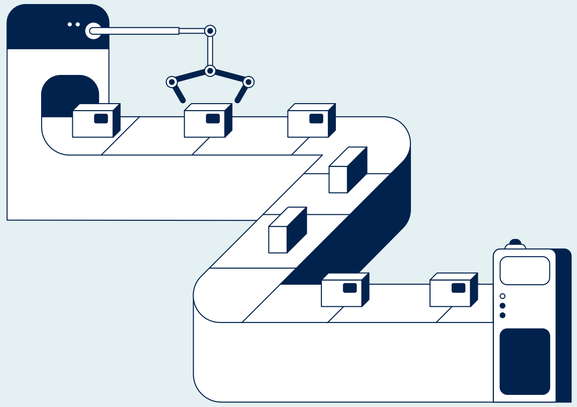
Brand your employees' experience with Cisco applications by choosing a color scheme and uploading custom logos and imagery.

Learn more

Step 4

This final step is optional and only applies if you're deploying the Webex app. This step includes sharing the Webex app launch kit with end users and building an adoption journey using our pre-built guides and resources.

We're here to help you navigate your adoption journey.



Step 4:
Ready, set, launch

Before rollout, invest the time and effort for change management.

Review

Share the Webex App launch kit

Share the launch kit to help your users get started with Webex.

Download the launch kit

Send your users their own guide

Minimize user tickets and troubleshooting by sending your users a guide just for them. This guide teaches how to start hybrid work with webex

View the end-user page

Continue to personalize your adoption journey

Visit our Adoption Resources Library to build an actionable adoption plan.

Go to the library

Join the IT admin community

Need help, have questions, or want to connect with like-minded admins? Join the Webex Community.

Go to the Webex Community

Set up admin roles

In the previous section—Get started—we walked through the process of adding users to later be assigned administrator roles. You're now ready to assign and set up these admin roles to help support Cisco devices across your organization.

Assign admin roles

Your organization includes one admin user by default. Additional admin roles can be assigned to assist with setup; they could be from your wider IT team or other areas of the business.

Learn how to assign admin roles.

You can also choose to add a Location-specific admin. This requires creating Locations first.

Create Locations

Locations are virtual representations of physical buildings or campuses that contain users and Workspaces. Locations help you arrange your organization's workforce and devices. For instance, your organization may have multiple offices around the world, each with different Webex collaboration requirements.

1

Create Locations

Locations can be offices, floors, campuses, or regions. Setting up Locations helps you manage groups of devices and provides a more detailed view of usage data and analytics.

Learn how to create Locations.

2

Assign Location admins

Add selected users as admins within a given Location. These users might be local IT employees, or employees from other departments given special admin status to help their local team.

Learn how to assign local admins.

Create Workspaces

Think of a Workspace as a shared physical area, such as a meeting room or breakout space. By defining an area as a Workspace, you can view detailed usage data for that area and track it separately from other Workspaces.

Workspaces

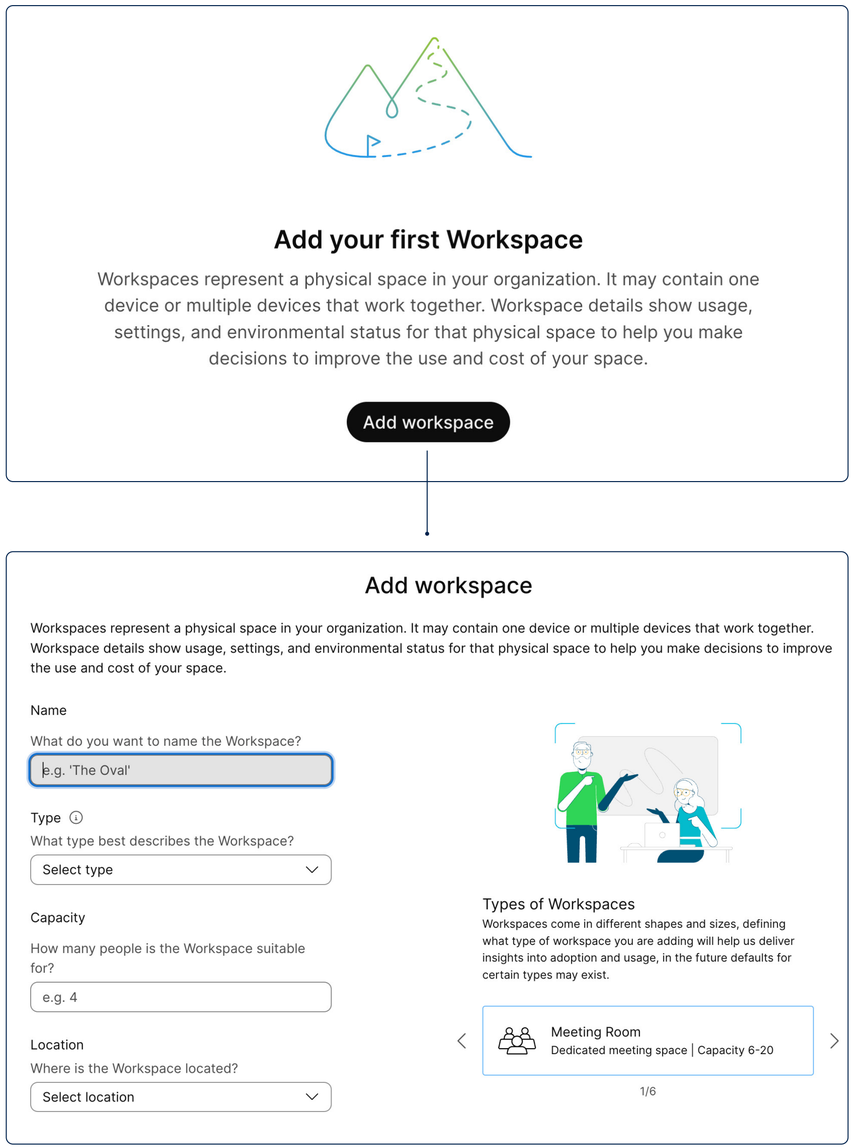
Your Locations are already set up (see previous section), so now you can add and assign Workspaces to your Locations. Before you even take delivery of your Cisco devices, you can create virtual representations of the rooms (the Workspaces) they will be deployed in, making rollout much easier once your devices arrive.

Find out how to create Workspaces.

Workspaces can also be created automatically via Directory Sync.

To manually add a Workspace, simply click on “Add workspace” in the Workspace menu.

Note: Be sure to add lab Workspaces to test your devices.



Which services will you need for your Workspaces?

For each Workspace you create, you have the following options:

Select calling mode

- **None** if using a standalone Cisco Navigator.
- **Call on Webex** for basic calling.
- **Cisco Webex Calling** if you have purchased Calling licenses.

Select scheduling mode

- **Calendar** to enable One Button to Push (OBTP).
- **Hot desking** makes it easy for employees to use a shared mode device as a temporary personal mode device (by logging in with their own Webex credentials). Learn more.

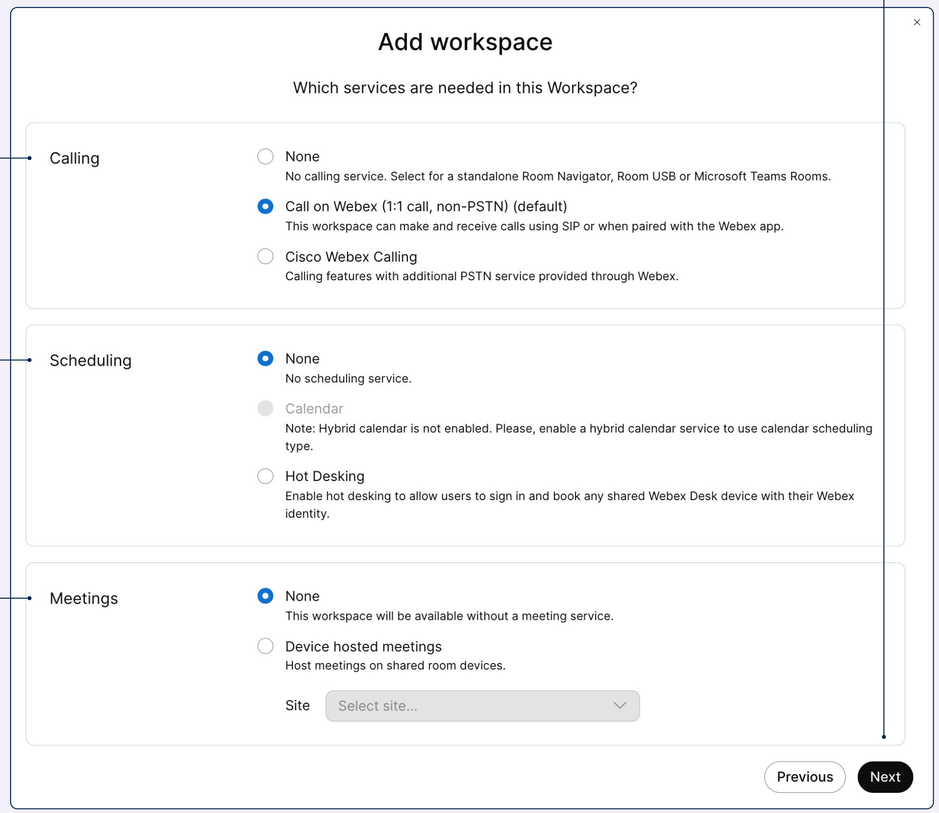
Select meetings mode

Device hosted meetings lets users host meetings directly from shared usage mode devices. This requires Webex Meeting licenses or Basic Meetings to be enabled (found under **Account > New Offers**).

Changing settings later?

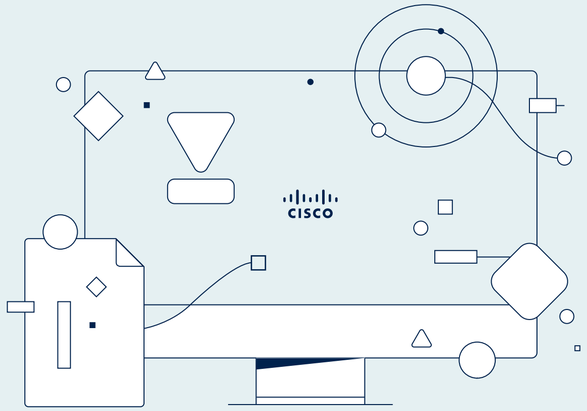
No problem. All of the settings mentioned here can be changed before or after adding devices.

Click **Next** to generate an activation code. Take note of this code to use later. Activation codes expire after 7 days-but don't worry, you can generate a new activation code at any time.



Add test devices

If you're rolling out devices at scale, save time by applying and testing configuration before you deploy all devices to rooms. The following steps are optional.



1

Create your lab Workspaces

Determine which types of device you will deploy. Each model may have unique configuration options.

Once you know how many devices you'll be testing, create a lab Workspace for each device.

2

Activate one of each device type

For each device, add it within Control Hub and note the activation code. Keep these codes safe so they're ready to apply to the devices later.

When you unbox each device, follow these activation steps.

3

Test and refine configuration

As you make your way through this guide, you'll learn about various configuration defaults.

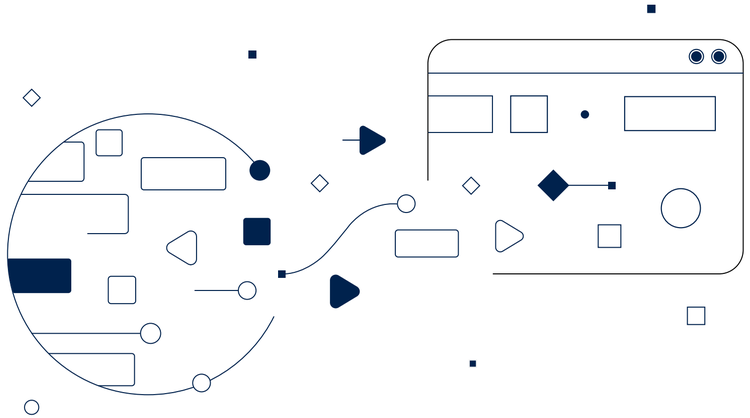
Each time you see a default that's relevant, apply it to one or more test devices to explore how it works. Refine your org-wide and Location defaults before deploying devices to rooms.

Important

If you skip adding test devices and go straight to Add production devices, you'll be be rolling out your full fleet of devices before testing the configuration in lab Workspaces. This means you'll be configuring devices once they're deployed in rooms.

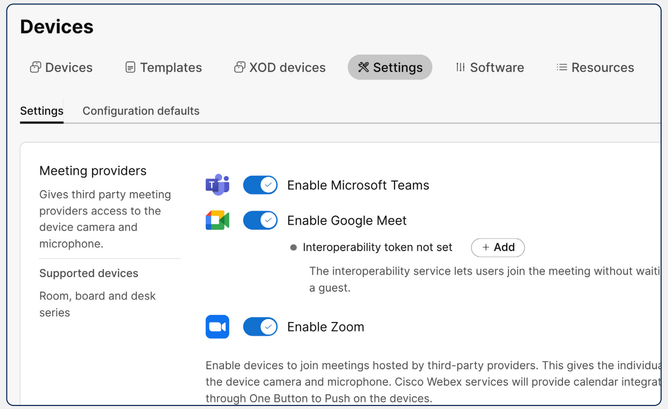
Understand how to configure

To get the best out of your devices, it’s important to know about the four main ways to configure them.



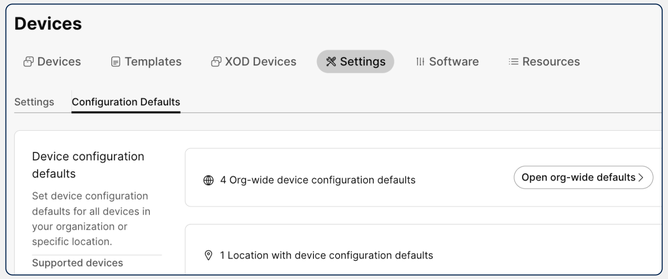
Devices > Settings

Apply universal device settings across your organization.



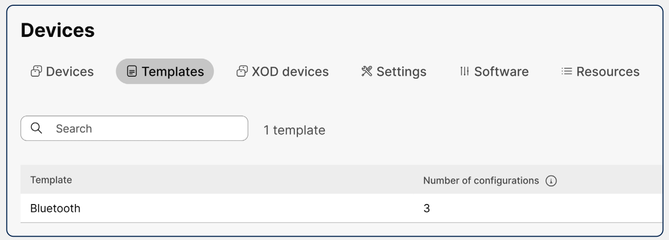
Devices > Settings > Configuration defaults

Push the same settings to all devices in a certain Location or across your organization.



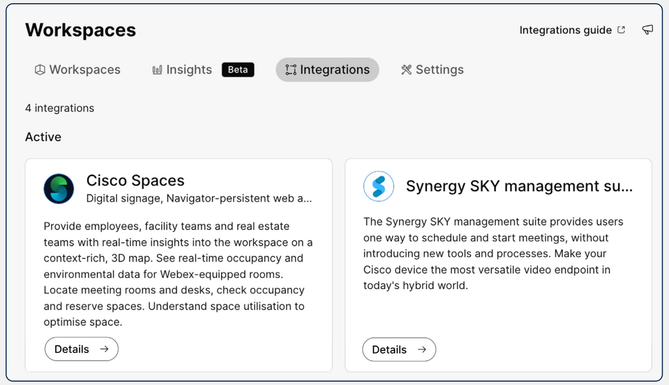
Devices > Templates

Identify corner cases that need unique handling.



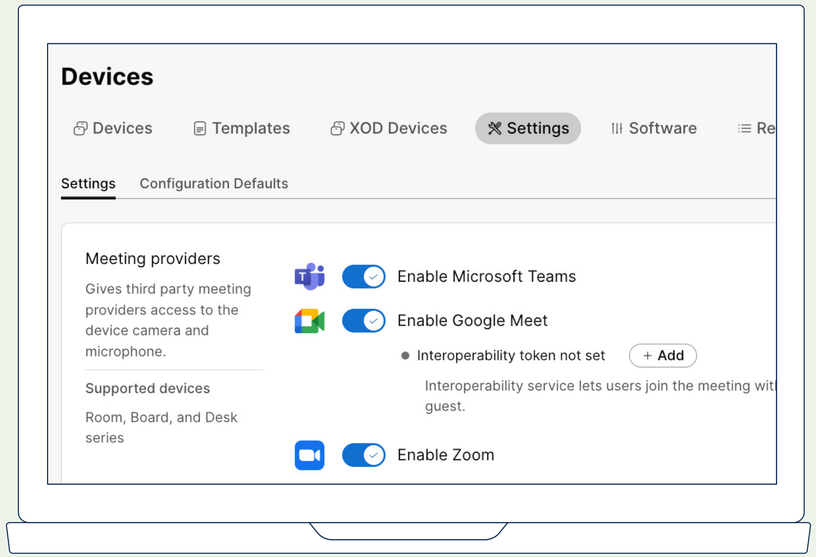
Workspaces > Integrations

Enable other solutions to interact securely with your device APIs via Webex.



Devices > Settings

Apply universal device settings to Room, Board, and Desk series across your organization.



When to use

Use **Devices > Settings** when you want to apply certain controls to all devices across your organization.

For example:

- Enable Remote Access.
- Enforce screen lock on all personal mode devices and any shared mode devices with screen lock explicitly enabled.
- Enable Webex Assistant for devices.

Keep in mind

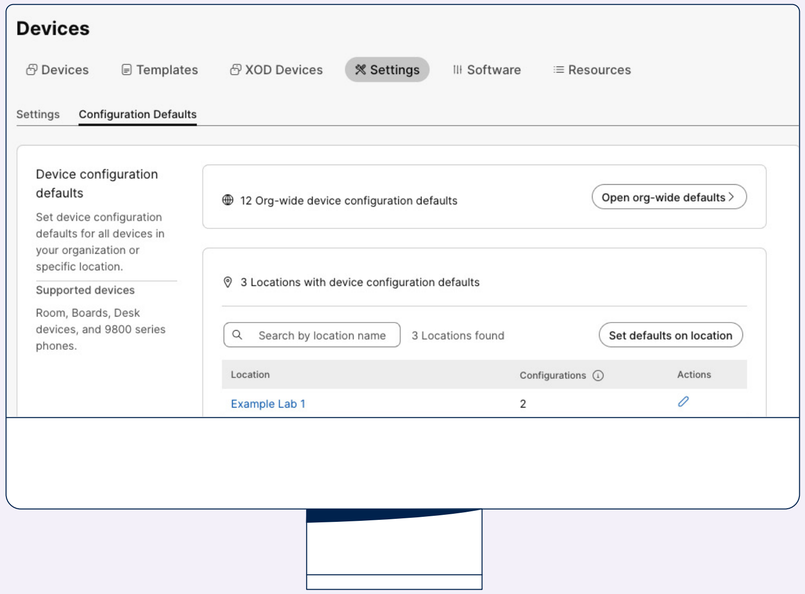
- **Configuration defaults:** Some settings under **Devices > Settings** can now be set under **Devices > Settings > Configuration defaults** instead. Wherever you change a configuration, it will override it on the other page. However, there are still global settings that affect functionality available within Control Hub that can only be set from **Devices > Settings**, e.g. Macro management, or Remote Access.
- **Broadcast internal updates:** If you are changing an organizational policy, communicate the change at your company-wide meetings (for instance, that you now require all employees to have a screen lock on personal mode devices when previously this was optional).

Learn more

Other configuration methods

Configuration defaults

Configuration defaults enable faster deployments because the configurations you select are stored centrally within Control Hub and automatically applied to devices. This ensures that all current and future devices follow your preferred configuration without further intervention from yourself or another admin.



When to use

- Use configuration defaults for your “main” configuration choices: When you want to push the same settings to all devices in your organization, or to all devices in a certain Location.
- Learn how to add org-wide configuration defaults by looking at a worked example.
- We look at a range of important defaults in Core configuration.

Keep in mind

- **Apply top-down:** Start at the organization layer, then apply defaults to Locations and finally, assign templates to the devices themselves (see the Templates section for more details). If you configure a device using **Devices > Settings**, this overrides organization-wide configuration defaults. Defaults set at a Location will override org-wide defaults for devices in that Location.
- **Understanding “default/factory”**: Each device setting has an additional parameter called “Default/Factory”. Out of the box, device settings are Default/Factory on. Defaults only apply to devices that have Default/Factory on (for those settings specified in the org-wide defaults). If you create defaults that include setting X but then manually configure setting X on a subset of devices, that subset will follow your manual configuration for X instead of the default.
- **When default values don’t appear:** There are some limitations when using configuration defaults.

Learn more

Configuration defaults

Other configuration methods

Add org-wide configuration defaults

Let’s create your first org-wide configuration default. Log into Control Hub at admin.webex.com to follow along—you can edit it later if you change your mind.

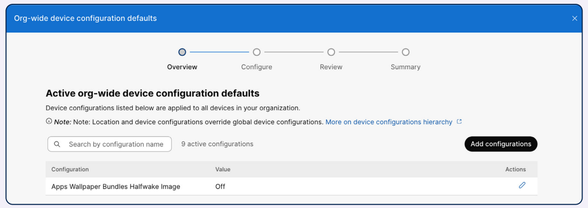
1. Be aware that a limited set of configuration defaults will be available until you activate a device (this can be a test device that you add to a lab Workspace).

2. Go to **Devices > Settings > Configuration defaults** and select:

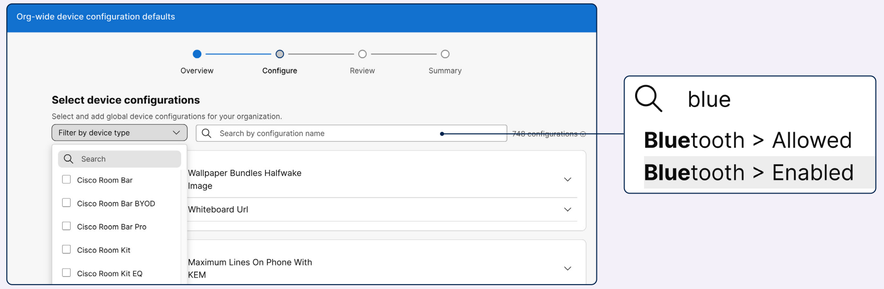
   Open org-wide defaults >

   This example focuses on org-wide defaults but you can also set defaults on a Location.

3. Select **Add configurations**.



4. Filter by device type and search for the configuration you want to include in the defaults.



In this example, we’re going to create an org-wide default that enables Bluetooth on devices that support Bluetooth.

There are thousands of other configurations available, depending on your devices. They’re defined in the API documentation for RoomOS.

Why won’t a certain org-wide default show up in my search results?

You can only apply org-wide defaults when there is an overlap (across all devices in your organization) in the possible values you can set for that default.

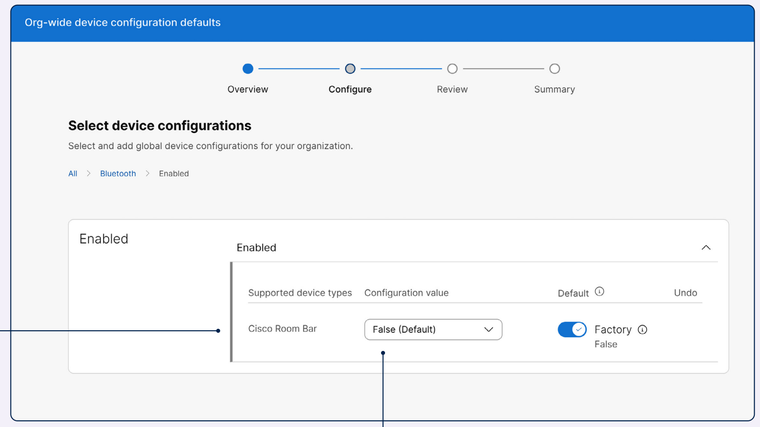
If there is no overlap, that configuration default will not show up in your search results.

For example, if a certain org-wide default could be set to “Auto”, “1” or “2” but some devices in your organization only enabled “Auto” or “1” but not both, you wouldn’t find that default in your search results because it can’t be applied to all devices in the same way.

Another reason a certain default won’t show up in your search results is because you haven’t activated the necessary device, with which that default is associated.

Add org-wide configuration defaults

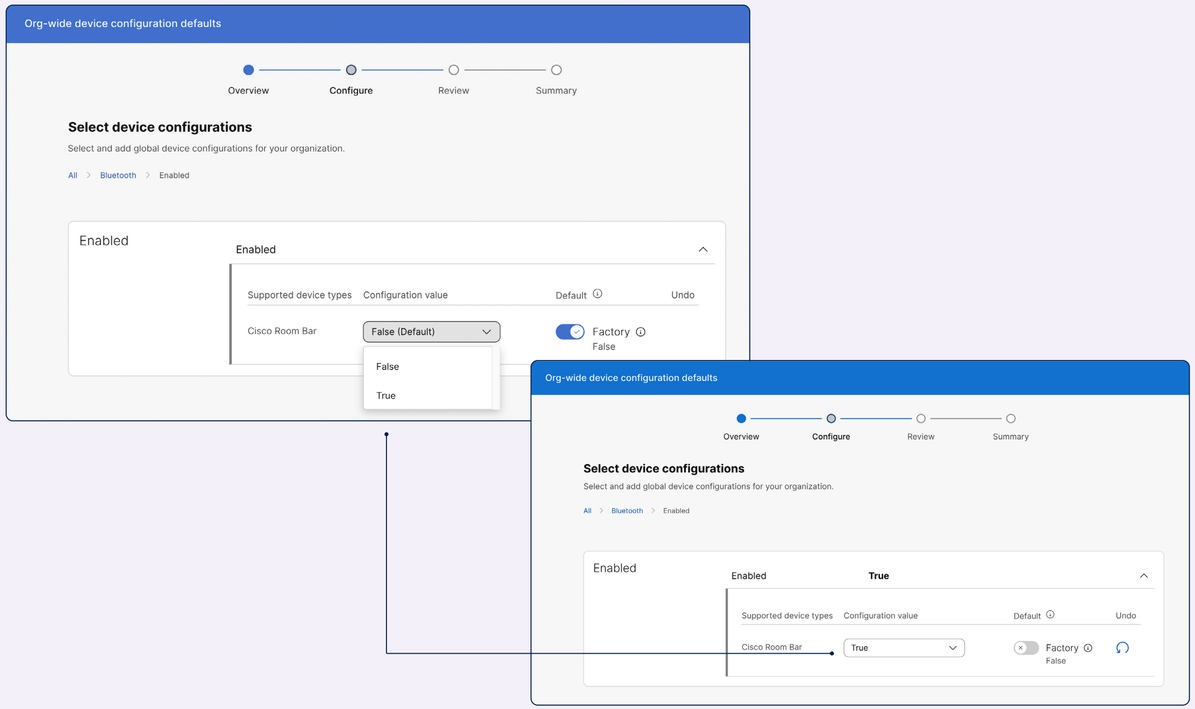
5 Once you've selected **Bluetooth > Enabled**, you'll see that the default configuration value is set to "False".



Under **Supported device types**, you'll see a list of those devices in your organization, which support this configuration default.

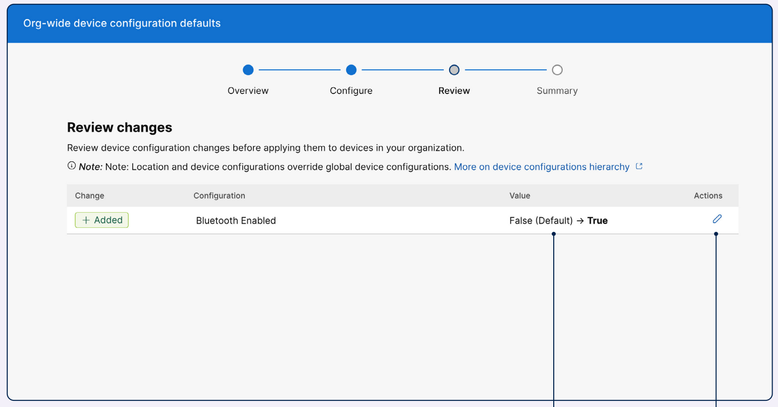
In this example, we want Bluetooth to be enabled. So we're going to change the configuration value from "False" to "True".

6 Adjust the configuration value by using the drop-down menu, then select **Next**.



Add org-wide configuration defaults

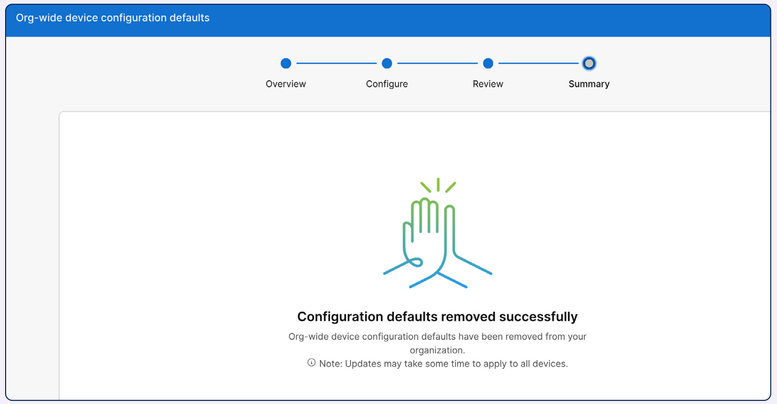
7 Review your changes then select **Apply changes**.



The description shows that we've changed the value from its factory default, "False", to "True".

You can edit the line item using the icon under **Actions**.

8 Your org-wide default is now saved.

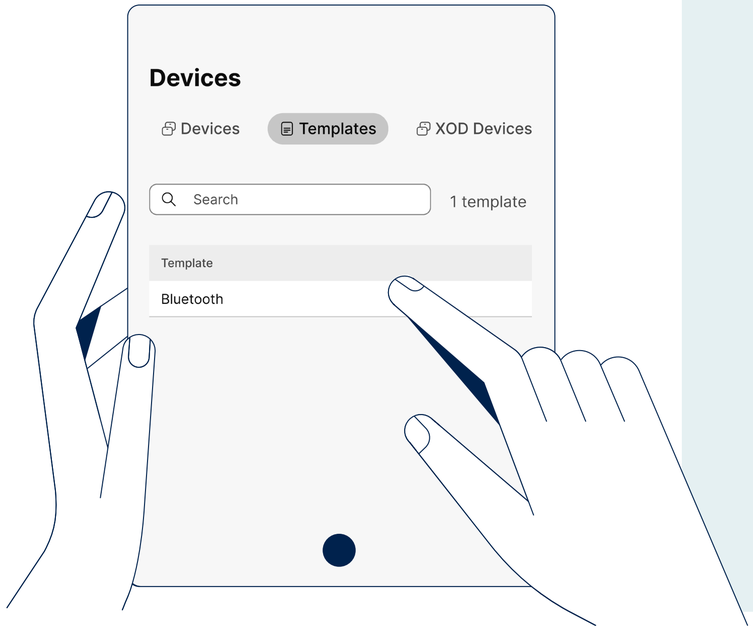


Edit existing defaults

Go back to **Devices > Settings > Configuration defaults** and click **Open org-wide defaults**. Under **Actions**, select the editing icon. You can edit Location defaults by following the same path, clicking on **Set defaults on location** and then choosing the relevant Location.

Templates

You may have one device, or a handful of devices, which need configuration that differs from your default settings. For these corner cases, configure a template and assign it to those devices. Create a template even if you are assigning it to a single device because the template can then be applied to a replacement device (or other devices that need this template later in your deployment).



When to use

- Use templates to create sets of configuration that apply to distinct groups of devices (or even to a single device), rather than applying universally.
- Once you create a template, it acts as a store for your configuration. If you want the configuration to manifest on a device, then you need to apply the template to that device or to a collection of devices in bulk.

Keep in mind

- **Some defaults still apply:** Once a template is applied to a device, any settings the template specifies will be changed on the device and the Default/Factory parameter for those settings will be switched off. Anything that is not specified in the template will continue to have the Default/Factory toggle on and continue to follow either the factory default or any org-wide or Location default that you have set.
- **Time saver:** Templates allow you to store and reuse a group of settings for one device or for devices in bulk.
- **Not persistent:** A template isn't persistent. If anyone changes the config on the device in the future, the template will need to be reapplied to revert to the desired settings.

What about applying changes directly to a device?

If you search for a device and then apply configuration directly to it (without using a template), a record of these settings will only be stored in the context of that single device, meaning that it's not easy to apply those settings elsewhere.

Instead, create a template that stores those settings for future use (in case the device is removed or replaced at any point in time).

Learn more

Templates

Other configuration methods

Create your own template

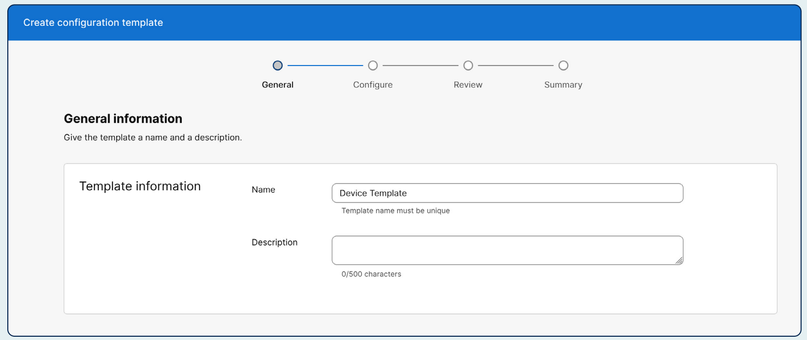
Let’s create your first template. Log into Control Hub at admin.webex.com to follow along—the template won’t do anything until you apply it to a device.

1. Create lab Workspaces and add test devices. Templates can’t be created until you’ve activated a device—and once you’ve activated it, it may take a few hours for the new configurations to show up as search results that you can include in a template.

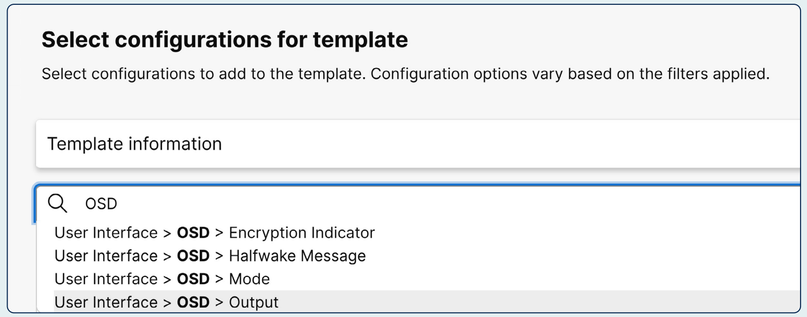
2. Go to **Devices > Templates** and click

   Create template

3. Give your template a name and description, then click **Next**.



4. Search for the configuration you want to include in the template.



In this example, our template will specify which of the device’s monitors to use for displaying on-screen information. This is referred to as the “on-screen display (OSD) output value”. In Control Hub, the configuration appears as **User Interface > OSD > Output**.

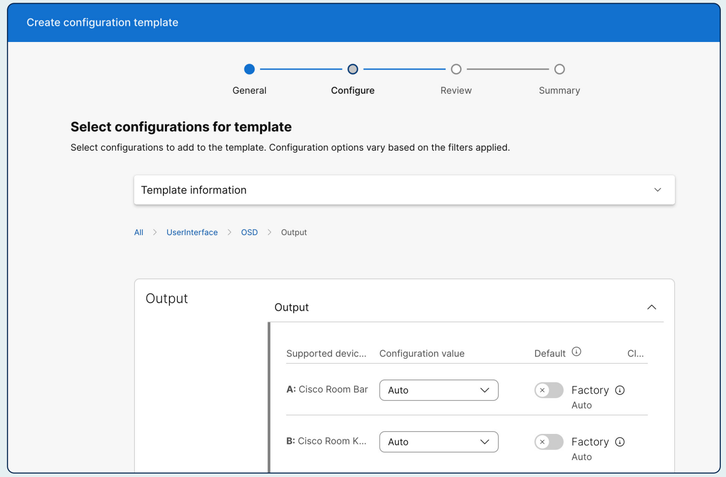
There are thousands of other configurations available, depending on your devices. They’re all defined in the API documentation for RoomOS.

Create your own template

5 Once you've selected **User Interface > OSD > Output**, you'll see which devices support this configuration.

In this example, we have two supported devices: a Cisco Room Bar and a Cisco Room Kit Mini.

For both devices, the factory default value is "Auto". This means the device automatically selects the monitor, on which to display its on-screen information.

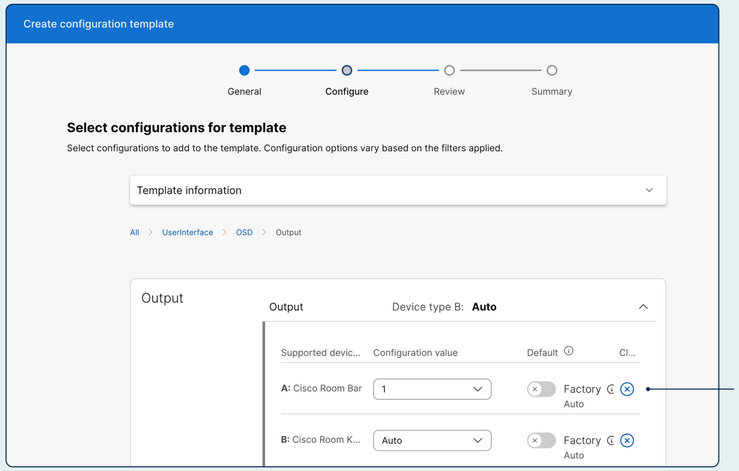


6 Adjust the configuration value by using the drop-down menu, then select **Next**.

When creating a template, we leave the Default toggles off, which means that the configuration values we select are being selected manually.

For the Cisco Room Bar, we will change the configuration value from "Auto" to "1". This means the Room Bar will select monitor 1 when displaying on-screen information.

For the Cisco Room Kit Mini, we'll select "Auto". Even though "Auto" is the factory default, because we've kept the Default toggle off, Control Hub treats this selection like it's been done manually.



Default toggle is off.

Understanding the number of device types that appear

If all devices in your organization support the same values for a given configuration, then you'll only see one line (in the "supported devices" column) when creating a template.

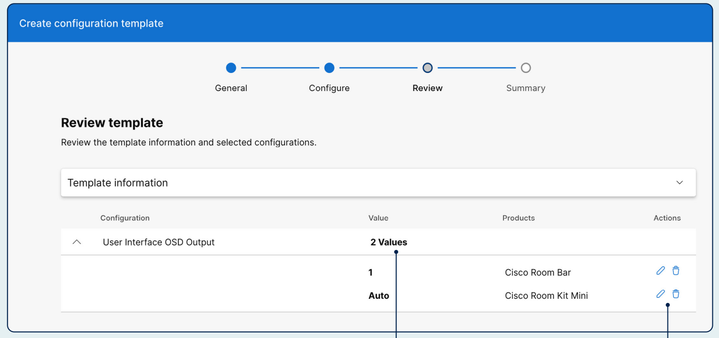
If you wanted to set different values for different devices (which all share the same range of configuration values), you would need to create multiple templates and then apply them to the relevant devices.

Create your own template

7 Review the template details and then select **Create**.

Since we decided to set a different value for each of our two supported devices, we have “2 Values” in our template.

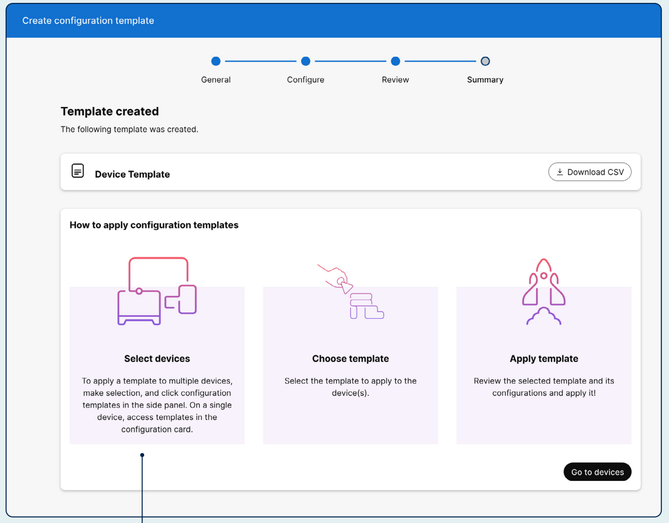
You can edit or delete each item, using the icons under **Actions**.

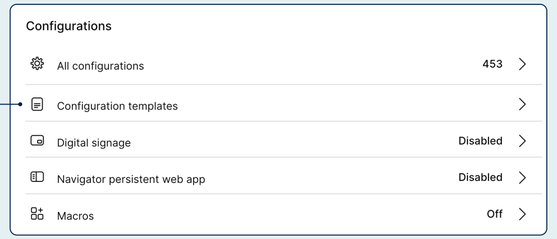


2 Values

Edit or delete

8 Apply the template to a single device or multiple devices, or keep it ready to apply later in your deployment.

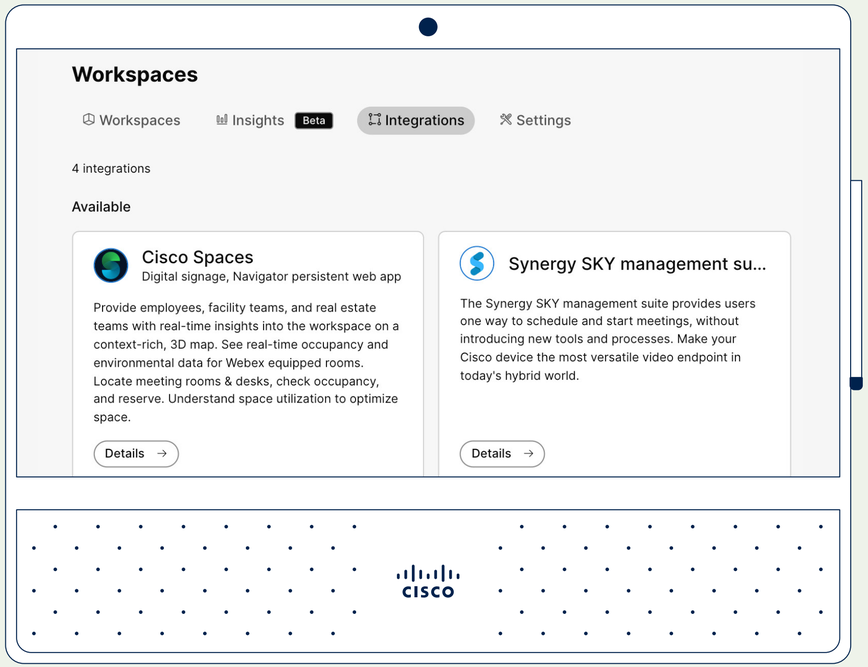




For a single device, you’ll find the configuration card on the Overview page. Learn how to **configure multiple devices** at once.

Workspace integrations

Workspace integrations provide a framework for services to access Cisco device APIs, extending the capabilities of Workspaces and Cisco devices.



When to use

- Use Workspace integrations when you want a third-party solution (or other Cisco solution) to interact with your Webex APIs in a controlled, transparent and secure way.

Keep in mind

- **Private or public:** Workspace integrations can be private (only available within your organization – with a custom user interface) or public (available to all Webex customers as part of an included or paid service through Control Hub).
- **Customize where you activate Workspace integrations:** You can limit the locations where Workspace integrations are activated on devices.

Learn more

Workspace integrations

Connecting your own webhooks

Configure meeting services

Cisco devices support Webex, Microsoft Teams,* Zoom, Google, and any other third-party call and meeting provider via SIP. Enable the meeting services of your choice using One Button to Push (OBTP) or manual join.

webex by cisco

How to enable Webex meetings >

Joining a Webex meeting >

How to enable Microsoft Teams meetings >

Joining Microsoft Teams meetings >

zoom

How to enable Zoom meetings >

Joining Zoom meetings >

How to enable Google Meet meetings >

Joining Google Meet meetings >

Your users can also dial into third-party meetings services (SIP) using One Button to Push (with hybrid calendar enabled) >

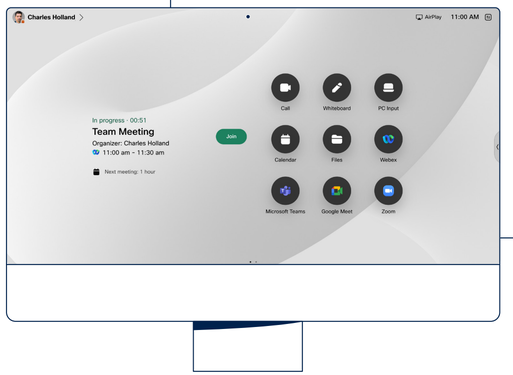
How to drive adoption
Quick guide for end users: How to join calls from any of these services

What's One Button to Push (OBTP)?

One Button to Push offers a simple, single button on your Cisco device when a meeting or call is about to start.

The button appears automatically 5 minutes before a meeting is due to begin. Press 'Join' to be connected to the meeting instantly. OBTP requires hybrid calendar.

Without OBTP, the user will need to enter the video or meeting number and password manually.



*Deploying Cisco devices with Microsoft Teams Rooms? Read these guides

Harness the power of Cisco on Cisco

Understand the Cisco ecosystem

Control Hub is built to offer maximum interoperability across your meeting services and networking tools. But no one knows Cisco hardware like Cisco.

In this section, we'll walk through some of our leading features and apps, each purpose-built to deliver the best possible experience on your Cisco devices.

Discover what the Cisco ecosystem can offer you and your users.

Take advantage of companion Cisco solutions and add-ons

Learn more

You'll harness a series of benefits when you run everything on Cisco.

Contact your sales representative to learn more and check out the full Cisco Webex suite.

Save time with RoomOS certificate enrollment

RoomOS (the operating system that powers your Cisco devices) can automate certificate renewals. Once you've set up the process on your devices, auto-renewal will reduce manual errors and improve the security of your deployment through the use of short-lifetime certificates.

Learn more

Enhance troubleshooting with Cisco Meraki

Cisco Meraki solutions include next gen Wi-Fi, cybersecurity, and digital workplace technology designed to meet ever-changing IT demands, with a cloud network platform you can adapt to your needs. Integrate Cisco Meraki with Webex to see full path visibility of devices across the Meraki platform and to isolate issues with greater clarity in Control Hub troubleshooting.

Learn more

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. When integrating ThousandEyes with Webex, you can set up agents to identify the root causes of network connection issues that arise when users are in a meeting or on a call. These agents offer end-to-end visibility across user Locations and Webex conferencing services.

Learn more

Transform your environment with Cisco Spaces

Connect your Cisco devices to Cisco Spaces and transform your buildings into smarter, connected environments. With a cloud-based architecture, Cisco Spaces can be deployed across multiple buildings and Locations, 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.

Learn more

Enhance the admin and user experience

Make sure your Cisco devices are offering the fullest, most productive experiences. Explore the settings and experiences that will matter most to your employees and teams.

Core configuration >

Key Workspace integrations >

Device settings >

Room booking

Room Check In

Bookings > Check In > Enabled

Avoid ghost meetings and make the best use of resources.

Room Check In offers a way to avoid ‘ghost meetings’—where meeting rooms are booked but then not used, leaving them unavailable to other employees. With this feature enabled, the user must first confirm their use of the room in order to proceed with the meeting.

Learn how to enable Room Check In.

Ad hoc Room Booking

Bookings > Adhoc Booking > Enabled

Book ad hoc or short-notice meetings from the meeting room itself.

Easily book ad hoc meetings or check the room calendar from the room’s Navigator. A wall-mounted Room Navigator can be configured as a room booking device, displaying the room’s availability. This feature works for Touch 10, Room Navigator, or Webex Assistant.

Learn how to set up Room Navigator as a room booking device.

Learn how to enable Room Booking for shared mode Board and Room Series devices.

Where can I find these configurations?

The configurations listed in this section are available through configuration defaults and templates. See Understand ways to configure for examples of how to use them.

The API hierarchies marked on this page will help you locate the configuration you’re looking for within Control Hub.

You can find all these configurations and more in the API documentation for RoomOS.

Connectivity

Bluetooth

Bluetooth > Enabled

Offer greater privacy by connecting Bluetooth headsets.

Allow users to connect Bluetooth headsets, perfect for privacy in shared or open workspaces. Make sure that Bluetooth connections are allowed in your settings (check the **Bluetooth Allowed** option). Once enabled, the device will support HFP (HandsFree Profile) and A2DP (Advanced Audio Distribution Profile).

Learn how to pair your Board, Desk, or Room series device with Bluetooth.

*Headsets supporting A2DP only cannot be used.

AirPlay mode

Video > Input > AirPlay > Mode

Wirelessly share content from Apple devices via AirPlay.

Connect iPhone, iPad, or Mac devices to a Cisco device, letting users share, collaborate, and playback audio and video content during meetings. All devices (except the first generation of non-S-series Board devices) support Apple AirPlay.

Learn how to enable AirPlay mode.

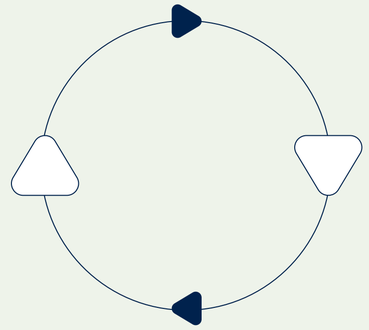
Miracast mode

Video > Input > Miracast > Mode

Wirelessly share content from Windows or Android devices.

Miracast allows meeting participants to share content wirelessly from their Windows or Android device to a Cisco device without the need for a client.

Learn how to enable Miracast.



Compelling web graphics

Web Engine mode

Web Engine > Mode

Unlock new possibilities by enabling the built-in web browser.

With Web Engine mode enabled (Web Engine is off by default) you can display your organization's internal apps, such as digital signage, maps, and news feeds in reception areas, communal spaces, and much more. Available on Board, Desk, and Room Series devices.

Read our guide to getting the best out of Web Engine mode.

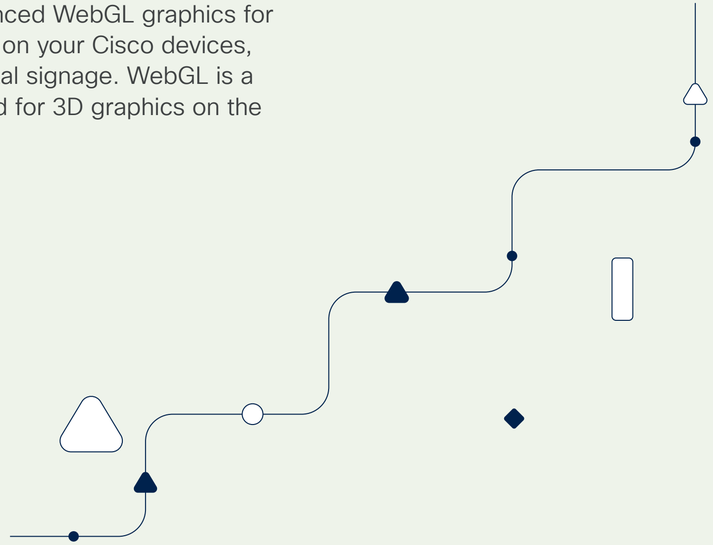
Learn how to set up Web Engine mode.

WebGL support

Web Engine > Features > WebGL
Web Engine > Features > Peripherals > WebGL

Bring eye-catching 3D graphics to your digital signage.

Enable advanced WebGL graphics for web content on your Cisco devices, ideal for digital signage. WebGL is a web standard for 3D graphics on the internet.



Kiosk mode

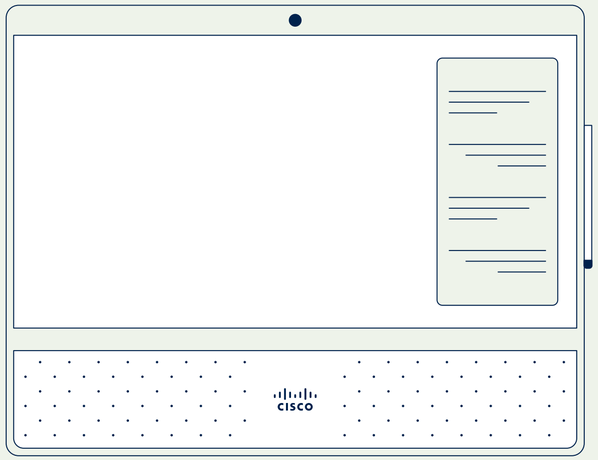
UserInterface > Kiosk mode

Empower visitors with self-serve digital signage.

With Web Engine mode and WebGL support enabled, you can take advantage of Kiosk mode. Kiosk mode lets you replace the home screen of your Cisco device with your own custom-made web application (hosted and maintained by your organization). It's ideal for digital signage in reception areas, transforming your Cisco device into an interactive panel displaying intranet pages, organizational news, maps, and more.

Learn how to set up Kiosk mode.

Productivity and video calling



Webex Meeting Chat Previews

Webex > Meetings > Meeting Chat Preview

Keep users in the loop with in-meeting chat notifications.

During a Webex meeting, users can see meeting messages pop up as notifications on their Cisco devices.

Learn how to modify Webex meeting chat previews.

Live Annotation

User Interface > Live Annotation > Enabled

Share and collaborate during meetings with live mark up.

When an attendee shares content in a meeting, other attendees can mark up the content in real time with annotations, drawings, and notes. The presenter maintains control over who can annotate. Make sure your end users know this feature is available.

Learn how to enable Live Annotation.

Administrator features

Office Hours

Time > Office hours > Enabled

Save energy by putting devices on standby outside of office hours.

Set devices to switch off always-on features like digital signage outside of core office hours. This feature is on by default, but you may want to adjust the timings to suit your organization.

Learn how to set up Office Hours.

Remote Access

Remote Access > Mode

Troubleshoot problems remotely.

You'll save time by fixing device issues via remote connection from within Control Hub—there's no need to be physically in front of the device. This feature is off by default.

Learn more about Remote Access.

Ambient Noise Levels

Room Analytics > Ambient Noise Estimation > Mode

Identify disruptive background noises in your meeting rooms.

Your Cisco devices can estimate the ambient background noise level, letting you easily identify disturbances such as loud air conditioning systems or noise from adjacent meeting rooms. The result is reported in the Room Analytics Ambient Noise Level dBA status.

Learn more about device sensors and how to enable them.

People Count Out of Call

Room Analytics > People Count Out of Call
Room Analytics > People Presence Detector

Track room occupancy levels and meeting room usage.

Using camera and head detection technology, your Cisco device can detect how many people are in a room. You can choose when and where this feature can be deployed, but both settings above must be enabled.

Learn more about device sensors and how to enable them.

Cisco Camera Intelligence

Transform your meetings experience with Cisco Camera Intelligence, powered by RoomOS. Cisco Camera Intelligence is a comprehensive set of AI-driven features delivering intelligent framing, dynamic camera views, seamless transitions, and immersive meetings. These features—Frames, Speaker Track, and Group and Speaker—are enabled in Control Hub and ready to use.

Learn more

Cisco Camera Intelligence for advanced users

Frames

Keep everyone perfectly in frame for even better meetings.

The Frames feature crops away unnecessary space and composes a view of all attendees together, evenly sized, and at the same eye level, in up to four frames.

For admins, Frames is on by default, but you'll need to tell your end users to enable it for their meetings.

Set Cameras > SpeakerTrack > DefaultBehavior to Frames to make this feature the default behavior.

Learn more about Frames.

Speaker Track

Always see who is speaking during a meeting.

Speaker tracking automatically changes the camera framing based on who is speaking and shows the relevant people in the room in the best possible way.

Learn more about Speaker Track.

Group and Speaker

Improve group meetings with a hybrid group and speaker view.

Group and Speaker mode for Cisco devices enhances the meeting experience by displaying the active speaker in one view and the group in another. Group and Speaker mode adds an extra dimension to meetings, making collaboration easier.

This reduces the need for manual adjustments, leading to smoother, more efficient meetings and happier users.

Learn more about Group and Speaker.

Appspace

A free version of Appspace is available as part of your Control Hub experience. If you choose to use it, Appspace enables two key features: digital signage and room scheduling.

Learn more

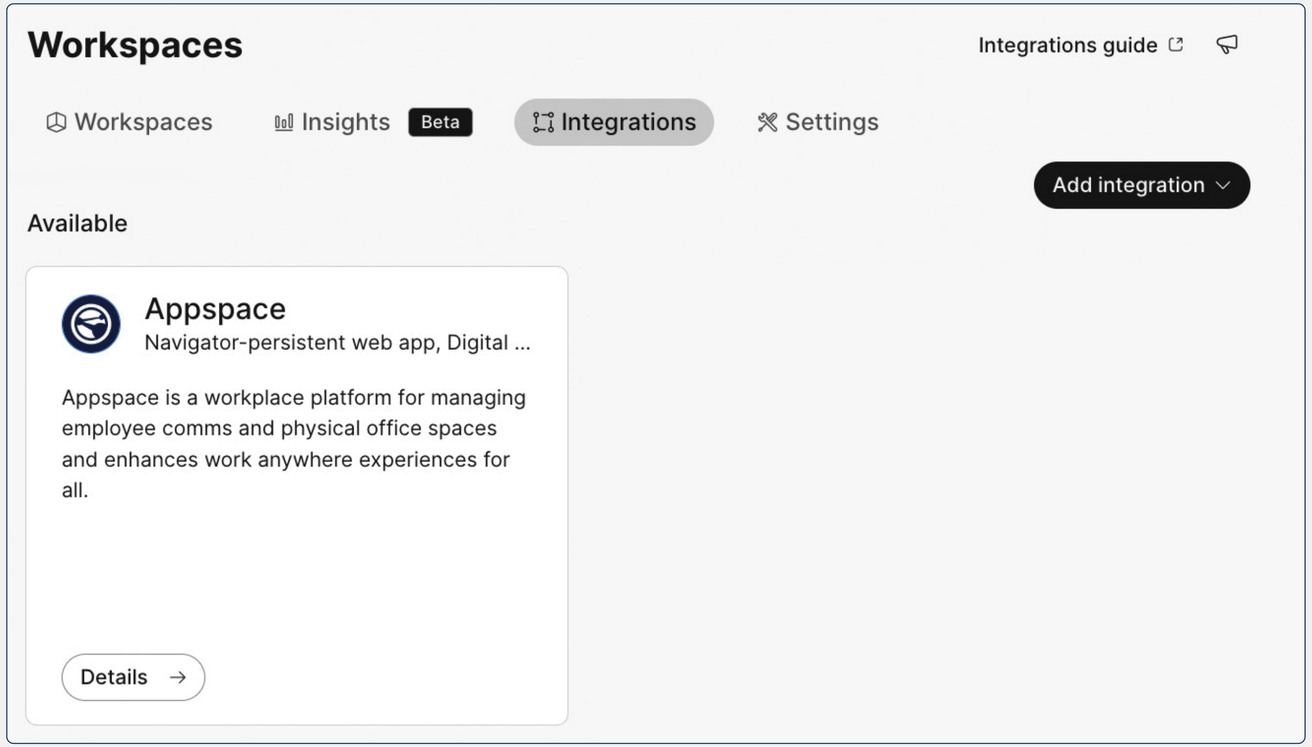
Connecting Cisco devices and Appspace

Appspace for digital signage

As a workplace experience platform, Appspace enables digital signage and provides a content management system for broadcasting images and video from your devices. If your organization already subscribes to the paid version of Appspace, you can access your Appspace content management system directly through Control Hub.

Appspace for room scheduling

When used on a Cisco Navigator, Appspace has a persistent web app function that enables employees and guests to check the status of a room and to book meetings. This can be used on both, standalone Navigators and those paired with a video collaboration device.



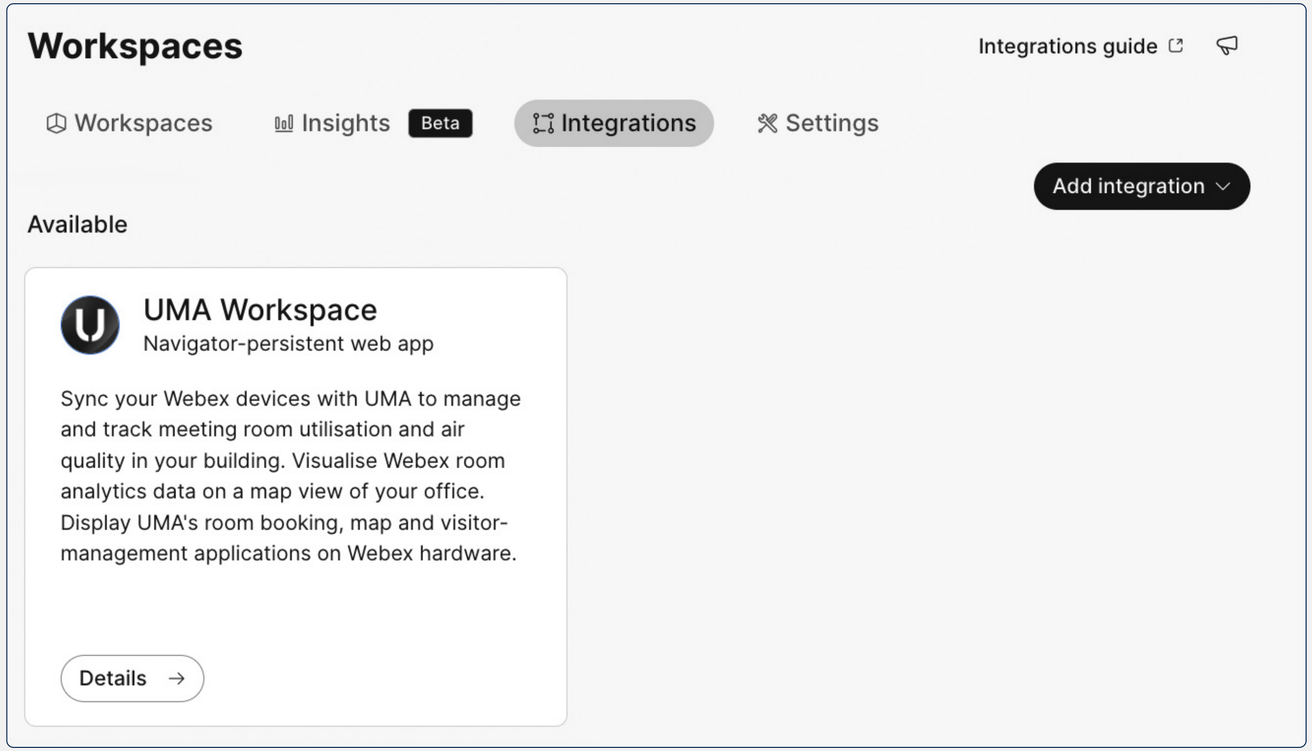
UMA Workspace

Enable UMA as a Persistent Web App for room booking via Cisco Room Navigators.

With the integration of Webex and UMA, you can display UMA's room booking application as a Persistent Web App on your Cisco Room Navigator. Synchronize your Cisco devices with UMA's platform to effectively manage and track meeting room utilization and indoor air quality. You can also use UMA's room booking, office map, and visitor management applications (as well as visualize Workspace analytics data) on a map view of your office.

If you already have an UMA account, follow the steps in the integration guide.

If you don't have an UMA account, contact your sales representative to learn more.



Custom Workspace integrations

Create a customized integration that aggregates data across all your Workspaces—or across Workspaces in select Locations.

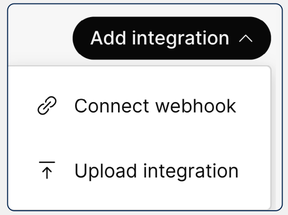
Learn more

Experimenting with Webhooks

Integrating with RoomOS

1. Go to **Workspaces > Integrations.**

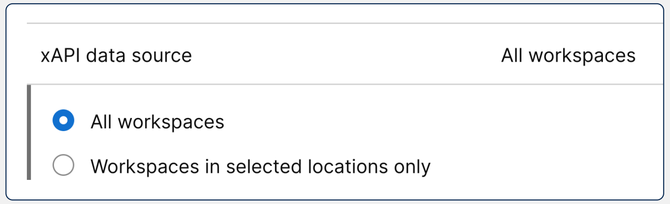
2. On the right-hand side, select **Add integration > Connect webhook.**



3. Fill out general information on the connection between your webhook and the Webex xAPIs you'll select.

4. Select Webex xAPIs to connect to your webhook e.g. temperature, humidity or peoplecount.*

5. Specify whether you want to receive data from all Workspaces or across selected Locations.



6. Go back to **Workspaces > Integrations** and you should now see a new tile representing this custom webhook.

*Receive real-time updates

Configure any of the following xAPIs to connect to your webhook:

- RoomAnalytics AirQuality Index
- RoomAnalytics AmbientNoise Level A
- RoomAnalytics AmbientTemperature
- RoomAnalytics Engagement CloseProximity
- RoomAnalytics PeopleCount Current
- RoomAnalytics PeoplePresence
- RoomAnalytics RelativeHumidity
- RoomAnalytics ReverberationTime Middle RT60
- RoomAnalytics Sound Level A
- RoomAnalytics T3Alarm Detected

Devices > Settings

Make device management easier with powerful settings and customizations, universally applied to all of your Cisco devices.

Learn more

Upload custom virtual backgrounds to Desk Series devices

Device screen lock

Add an extra layer of security to personal mode and shared mode devices. Set a device PIN to protect calendars, apps and other sensitive data. In locked mode, only emergency calls can be placed and only important notifications are displayed.*

Learn how to set up lock screen PINs.

Customize your device screen

Add branding, backgrounds, and wallpaper to your device screen and touch controller with your organization's logo, wallpaper and branding.

Learn more about on-screen branding.

Manage power consumption

Increase the accuracy of your C02e emissions analytics. Simply enter the CO2e emissions rate for your energy supplier to generate accurate data.

Learn more about power consumption metrics.

Webex Assistant for devices

Add quick and convenient voice-activated controls to your Cisco devices.

Manage meetings, share content, or control Board, Desk, and Room Series devices hands-free for better accessibility. You can also add skills to the Webex Assistant.

Learn how to enable Webex Assistant.

*Applies to both personal mode and shared mode devices that are registered to the Webex cloud service or linked to Webex Edge for Devices.

Customize amazing in-room experiences

Customized collaboration >

Macros and UI Extensions >

Cisco Camera Intelligence >

Customized collaboration

Send Whiteboard as PDF

Boost collaboration by sharing whiteboards as PDFs.

Ensure ideas are preserved and accessible post-meeting.

To enable this feature for multiple devices, go to **NetworkServices > SMTP** under configuration defaults (and set as a default or add to a template).

Learn how to enable this feature on a single device.

Guide your employees on how to use whiteboarding and annotation.

Web Apps

Give users access to popular web apps directly from Cisco devices.

Adds shortcuts to web apps of your choosing to the device's home screen. This means users can access web-based applications directly from Cisco devices, such as Boards, Desk, and Room devices. These apps —such as Miro, Calendly, and Slido—enhance collaboration and productivity by providing seamless access to in-demand tools without switching devices or screens.

Learn how to how to enable Web Apps.

Web View

View web pages directly on Cisco devices.

Web View enables users to access and interact with web applications or content directly from Cisco devices.

Web View is ideal for displaying IT support pages or intranet pages. Web pages can be displayed persistently, and web extensions can be launched automatically using macros or manually.

Learn more about Web View.

Persistent Web App*

Deploy your third-party web apps to every meeting room.

Reduce the time and effort required to access important applications by adding Persistent web apps. Integrate your company's custom apps, such as room booking tools and workplace tools from HR, finance, or IT.

Your app will fill the Navigator's entire screen, replacing the RoomOS user interface. It can't be dismissed by the user, making it ideal for custom user interfaces.

Set up Persistent Web App.

*For Navigator devices only

Audio Console

Fine-tune sound quality with customizable audio settings.

Take complete control of device audio. Audio Console is ideal for presentations in large rooms where the presenter cannot be heard by the whole audience. You can use mic inputs from devices near the presenter and use devices at the back of the room as output speakers.

Learn more about Audio Console.

Macros and UI Extensions

Macros

Save time and deliver improved user experiences by automating routine tasks.

Macros let you perform actions automatically to save time and effort. With macros, you can automate lighting and HVAC controls, add customizable user interfaces such as quick-access buttons, or manage room peripherals.

Once enabled in Control Hub, you can monitor, update, and troubleshoot macros.

To enable macro provisioning, go to **Devices > Settings > Macros** and toggle on 'Allow Control Hub to manage macros.'* Looking for inspiration? Explore pre-built macros such as Language Selector and Automatic Room Booking in the Macros library.

You can also turn on macro error alerts to tell you if a macro runs into trouble. The alerts appear in Control Hub. They can be enabled via **Macros > DiagnosticsJavascriptErrors** in a configuration default or template.

Get started with Macros.

*For privacy reasons, you can't upload macros to personal mode devices.

UI Extensions

Add new features by creating your own custom interface.

Add custom panels or buttons to a Cisco device's touchscreen. For example, add a "Quick Dial" button to call a frequently used number, or automate tasks like lighting and equipment control. UI extensions and macros are often used together to create a seamless and interactive experience. The UI extension provides the interface, while the macro handles the logic behind the scenes.

There are two methods for adding UI extensions:

1. Use a Macro (added to the device via Control Hub or directly) to create and configure UI extensions.

2. Via the web interface of the device this can be launched from Control Hub if you are on the same network as the device).

Learn more about UI Extensions RoomOS for Collab Devices.

Advanced

Cisco Camera Intelligence

Deliver cinematic meetings with Cisco Camera Intelligence. Automatically focus on the speaker, run hybrid events, and track presenters as they move across the stage.*

Learn more

See Cisco Camera Intelligence core features

Meeting Zone

Set focus zones to minimize distractions during meetings.

The Meeting Zone feature is ideal for meeting rooms in busy areas or with glass walls that might allow passing faces to steal the camera's focus. Meeting Zone only focuses on people within a pre-set area, minimizing distractions from outside this zone. Meeting Zone mode will only function once enabled and a meeting zone area is defined.

Learn how to enable Meeting Zone.

Cross View and Extended Speaker

Get clearer meetings with high-quality closeups of all participants.

An AI-driven feature that enhances meetings by using multiple cameras (either Cisco Quad Cameras or Cisco PTZ 4K Cameras) and microphones to automatically select the best camera angles.

Learn how to enable Cross View and Extended Speaker.

PresenterTrack

Keep the presenter in view even as they move around the stage.

Coupled with a PTZ camera, Presenter Track follows presenters as they move across the stage. This feature is ideal for dynamic settings such as classrooms, conferences, and corporate meetings—anywhere it is important to keep the presenter in focus for both in-person and remote audiences.

Learn how to set up Presenter Track.

*The features listed here are off by default and will need to be enabled in Control Hub. Use of these features may require additional camera equipment or changes to room layout.

Advanced

Cisco Camera Intelligence

Presenter and Audience

Seamlessly and automatically switch between local and remote presenters.

Ideal for hybrid events where the presenter frequently hands over from one location to another, such as town hall meetings or training sessions. This feature enhances engagement with in-person and remote audiences through improved automatic camera switching.

Learn how to enable Presenter and Audience.

Briefing Room

Deliver interactive and professional meetings for hybrid learning and presentations.

Ideal for training and educational sessions, supporting both local and remote presenters and enabling seamless discussions across sites. With predefined modes like Local Presenter, Remote Presenter, and Discussion, the setup simplifies transitions during meetings, enhancing engagement and collaboration.

Learn how to set up Briefing Room.

Classroom Setup

Bring groups together from multiple locations for better education sessions.

Classroom Setup on Room Series devices is designed for hybrid training and education sessions. By seamlessly integrating local and remote participants, it supports dynamic interactions through three predefined modes: Local Presenter, Remote Presenter, and Discussion.

Learn how to use Classroom Setup.

*The features listed here are off by default and will need to be enabled in Control Hub. Use of these features may require additional camera equipment or changes to room layout.

Add production devices

We're nearly at final deployment.
Now's the time to activate your devices.

Why isn't my device showing in Control Hub?

Adding a device is a two-part process: first, generate an activation code within Control Hub. Then enter the activation code on the device itself.

Choose your mode

When you add a device in Control Hub, you'll need to choose the device's operating mode: shared usage mode, personal usage mode, or standalone Navigator mode (for Navigator devices only).

Learn more about usage modes.

Don't forget...

- You can generate a device activation code and onboard the device (by entering the activation code on the device) at the same time as creating your Workspaces.
- Activation codes expire after 7 days but can be regenerated at any time. It's quick and easy to generate a new code.

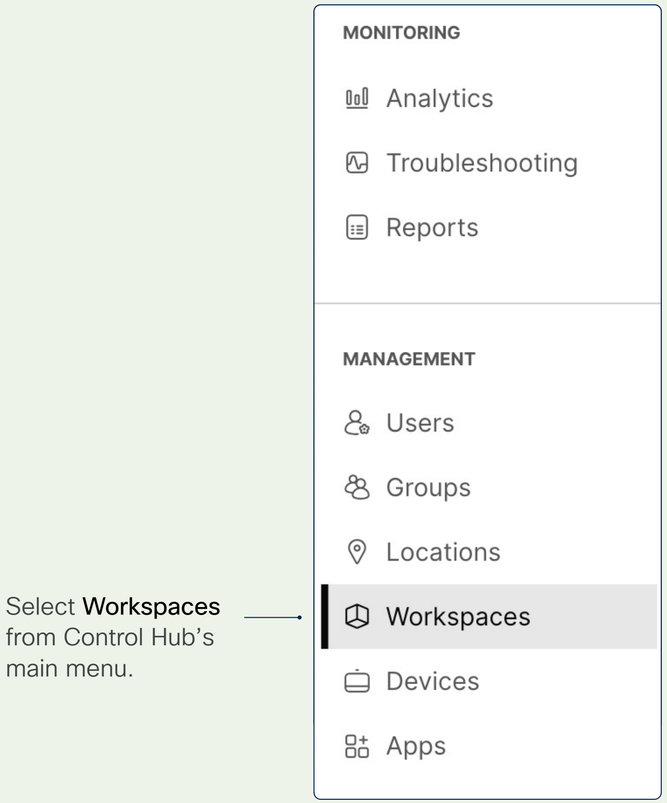
Shared usage mode and standalone Navigator

You can add shared usage mode devices in one of two ways: through Workspaces or Devices. We recommend adding devices when you create your Workspaces.

Once the device is added in Control Hub, the next step is activating the device. Find out how to generate an activation code and activate your device(s).

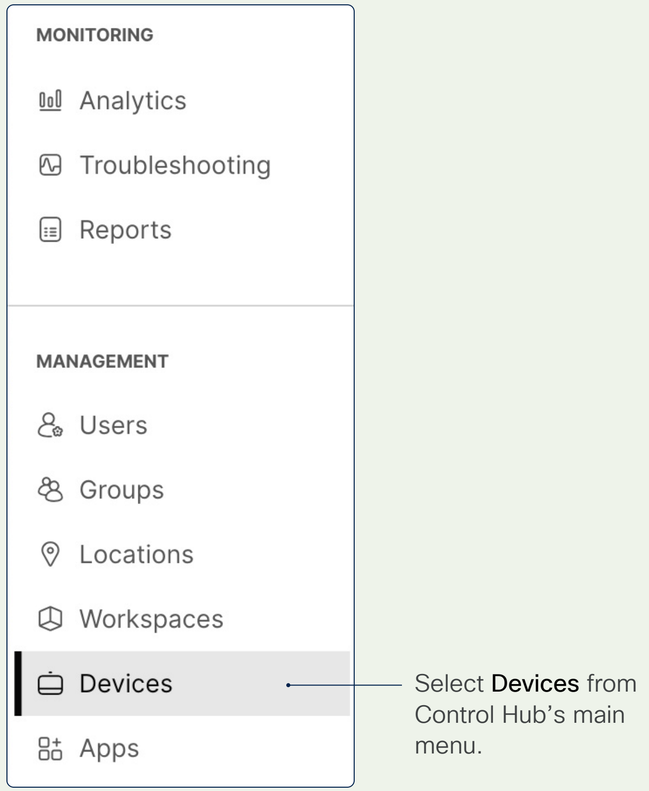
1 Add via Workspaces menu (add a new Workspace if you haven't already).

Workspaces > [find empty Workspace] > Add device



2 Add via Devices menu.

Devices > Add device > Shared usage



Personal usage mode

You can add personal usage mode device through Devices, Users, and the Webex User Hub.

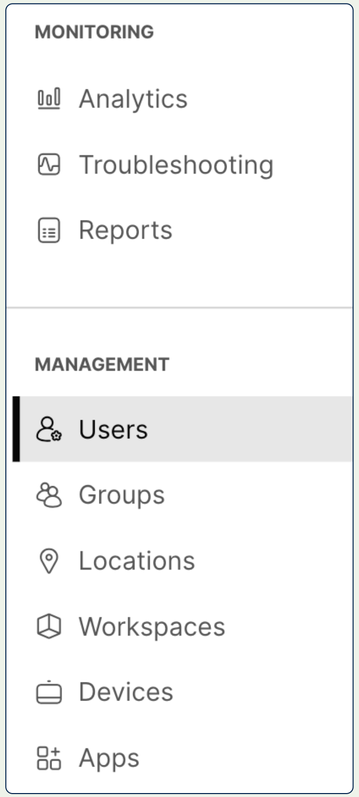
Once the device is added to Control Hub, the next step is activating the device. Learn how to onboard your device(s).

Users can also generate activation codes for their personal usage mode device using the Webex app. Find out more.

1 Add via Users menu

Users > [username]> Devices > Add device

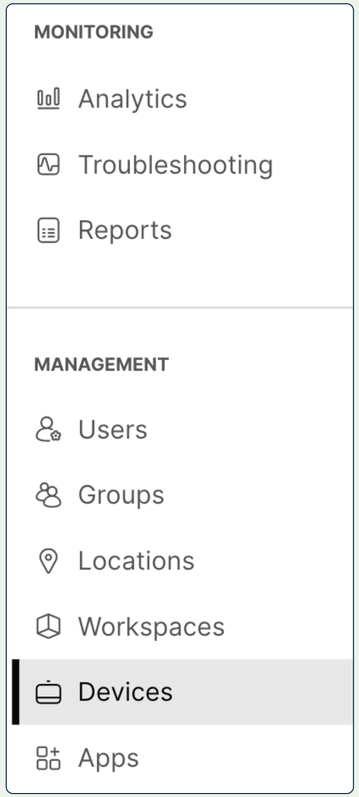
Find out how



2 Add via Devices menu

Devices > Add device > Personal usage

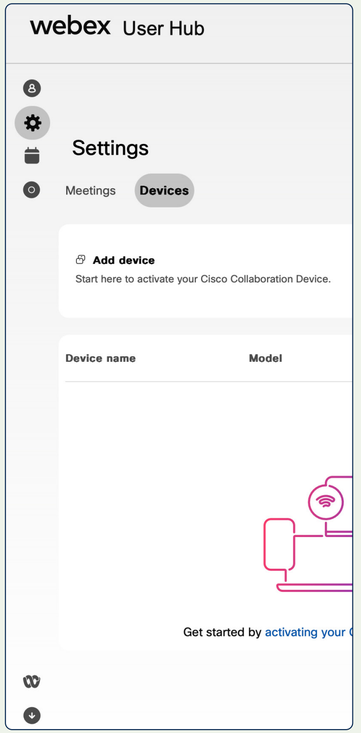
Find out how



3 Add via self-service

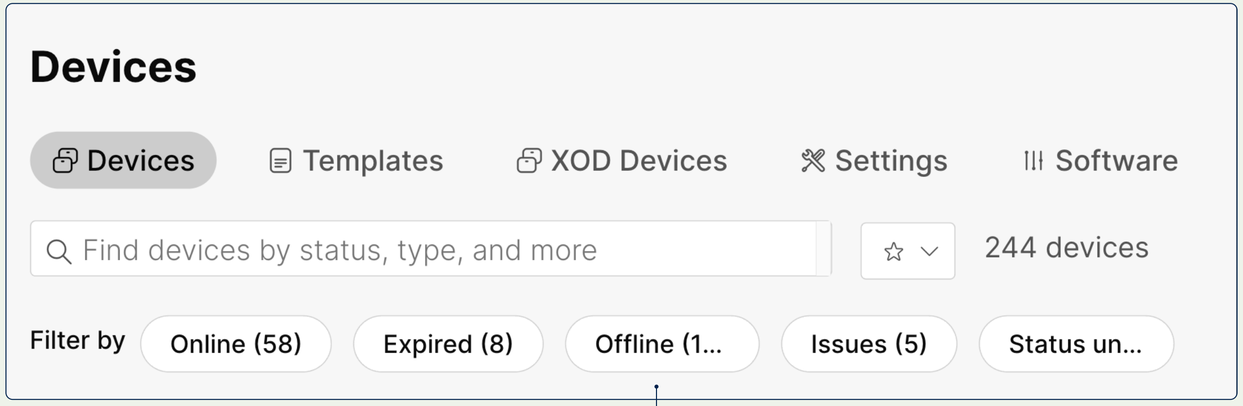
Visit the Webex User Hub and go to Settings > Devices > Add Device

Find out how



How to manage multiple devices

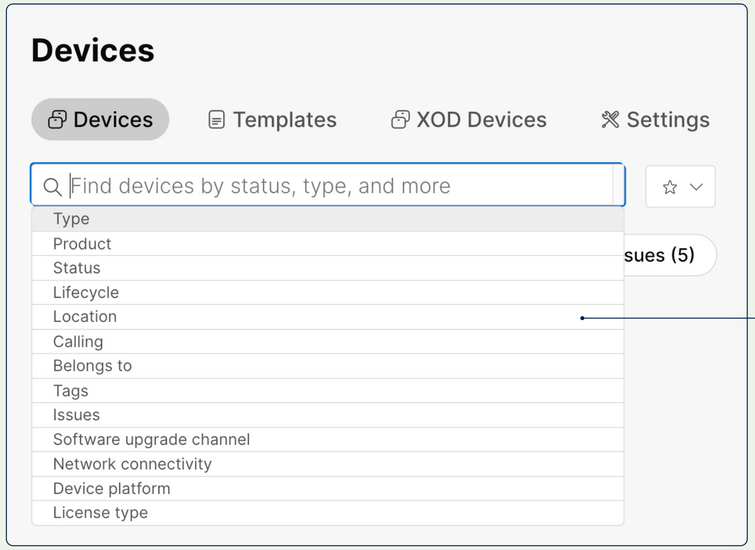
Administering a large number of Cisco devices? Quickly locate and manage devices using easy-to-use search, filter, and tagging functions.



Easily manage many devices at once

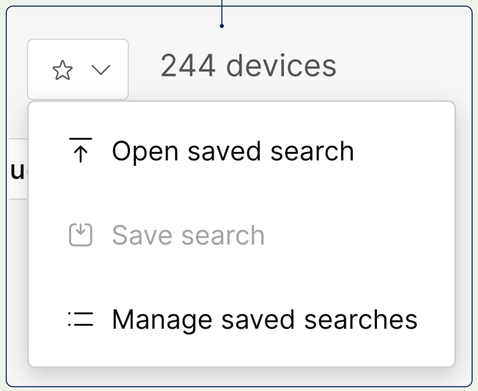
Save time by managing devices at scale. Bulk device configurations allows you to change configurations on multiple Board, Desk, and Room Series devices at once.

Learn more about managing multiple devices.



Tags and filters help you narrow search results to find specific devices or users, simplifying management and troubleshooting.

Saved searches help you save time by quickly returning to common searches for a device or set of devices. Ideal for managing large deployments.



Manage software versions

Your devices come with automated software upgrades.
Exercise greater control with advanced upgrade management.

Learn more

RoomOS software upgrades

Automated software upgrades

Go to **Devices > Software** to see the different channels and how many devices are on each.

Every month, we release a new build that you can read about in the release notes for RoomOS.

Use the Preview channel to test upcoming features on devices in your sandbox workspaces.

Use the Verification channel to test a newer release of production-ready software as your current release approaches its expiry date.

Use the Trial channel as an additional testing channel, for instance with home office devices or complex meeting rooms.

Advanced upgrade management

Choose **Advanced software upgrade** under **Devices > Software > Management.**

Advanced management allows you to freeze your deployment on a certain release for selected devices.

From late 2025 onwards, you'll be able to use a software release for up to 6 months.

Monitor

Let’s provide a high quality experience that drives adoption and improves ROI.

With detailed analytics, reports and alerts, you’ll have the data you need to start making sense of user and device behavior.

By tracking patterns around usage, adoption and meeting quality, you’ll develop a clearer picture of what your people need and how you might adapt your setup to increase adoption.

Responding to what your team needs is the key to increasing their well-being and productivity—and maximizing your device investment.

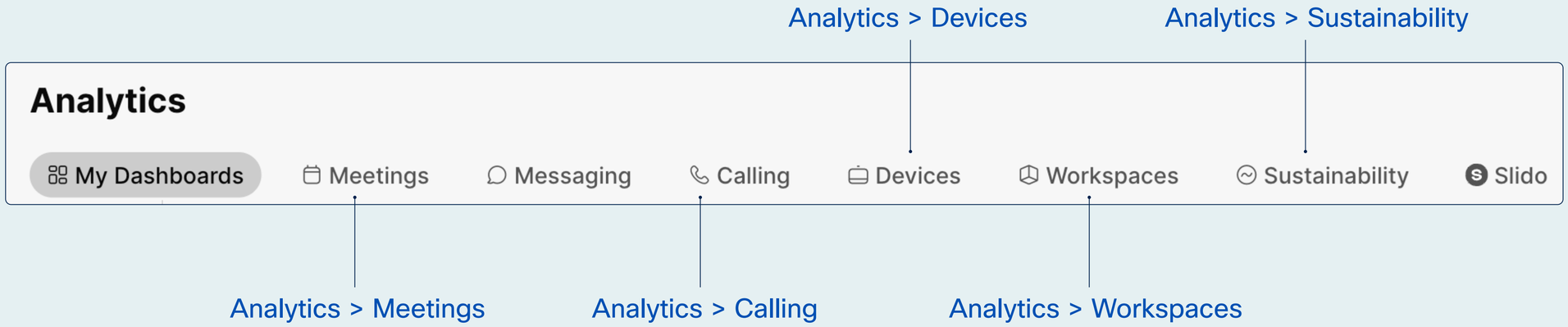
Configure / Monitor / Troubleshoot

Track analytics >	Gather insights on your devices, Workspaces, meetings and power consumption.
Use report data >	Extract raw data from your Webex account for archiving or processing on another platform.
Set up alerts >	Create custom alerts to help monitor your services and devices.
Audit device history >	Check what's been changed on a device, when and by whom.
Understand device lifecycle >	Keep your hardware up to date by tracking device lifecycle.

Track analytics

Go to **Analytics** to learn more about the data you can track, for example:

- Meetings
- Calling
- Devices
- Workspaces
- Sustainability



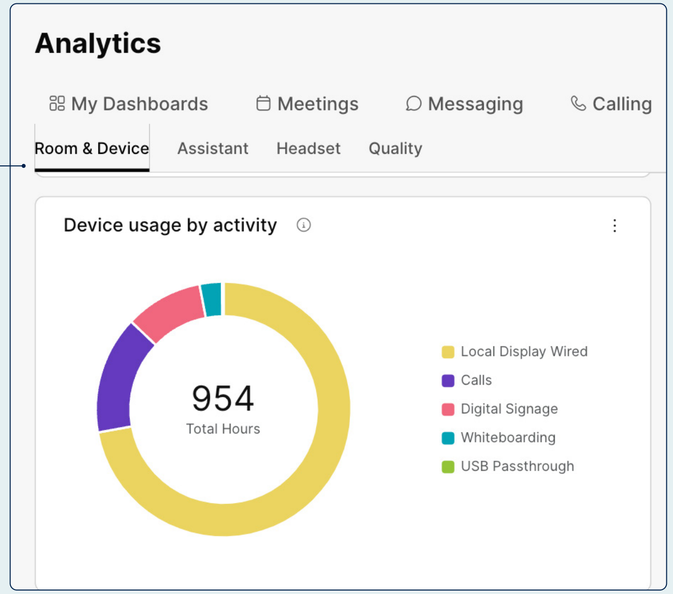
You can also view utilization and environmental metrics for Workspaces and take stock of your inventory.

Device analytics

Use **Analytics > Devices** to see how devices are being used and how employees are choosing to collaborate.

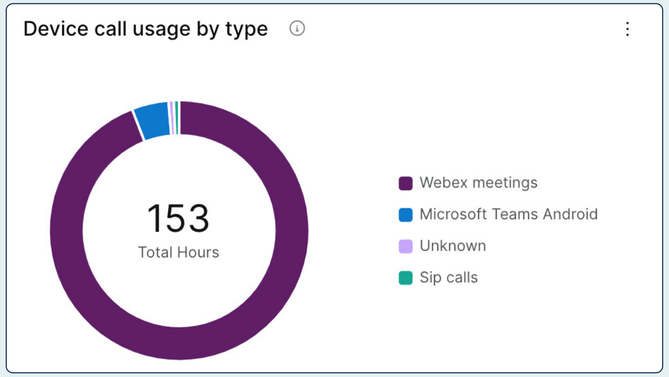
Learn more
Device analytics

Click the first tab, **Room & Device**.

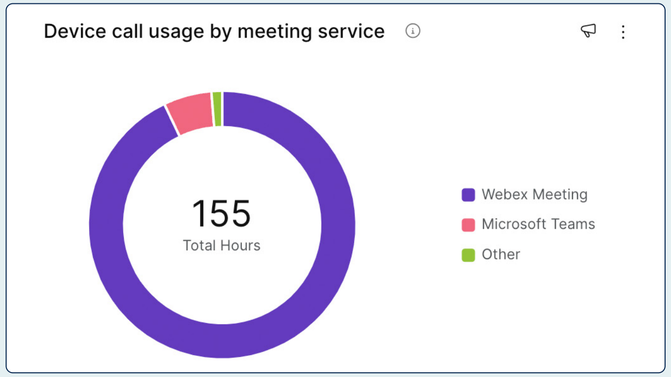


Understand the proportion of devices being used for calls: Compare this with other activities, like digital signage or whiteboarding.

Assess whether devices are being used optimally: Are too few being used for calls? Might there be a reason why employees aren't using devices for meetings?



View how users are joining a call: For instance, through Webex, Video Integration for Microsoft Teams (VIMT) or Microsoft Teams Rooms.



Clarify which meeting service most employees are using: Options such as Webex Meeting, Microsoft Teams, Zoom or Google Meet.

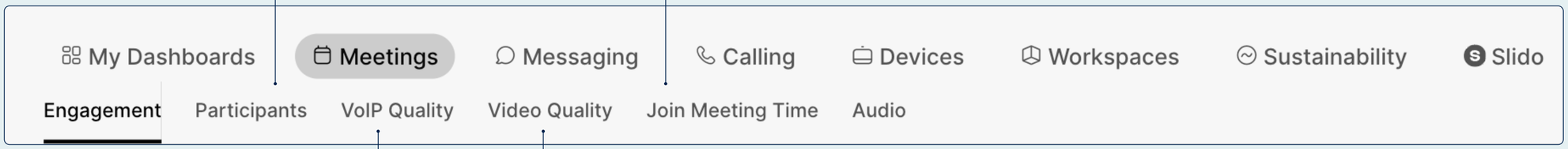
Check employee awareness of interoperability: Which meeting services have you enabled for your organization and are people aware they can join all kinds of meetings from each device?

Webex Meeting analytics

Track meeting KPIs to understand who's using meetings, the quality of those meetings, and their duration. Below are examples of actions you might take based on the analytics you're monitoring.

Identify your hero hosts and participants to find halo users that can share their stories to drive adoption.

Target your support to a specific audience, when you notice that employees experiencing joining issues are all using the same operating system.



Follow up with users to check why they're not hosting meetings when you notice that the "Total Meetings" KPI is low.

Monitor return on your meeting license investment.

Track VoIP quality, packet loss, latency and jitter.

Assess the factors contributing to poor video quality, such as connection type (Ethernet/Wifi) or internet connection/private network. It could also be that poor video quality is isolated to a particular region.

Learn more

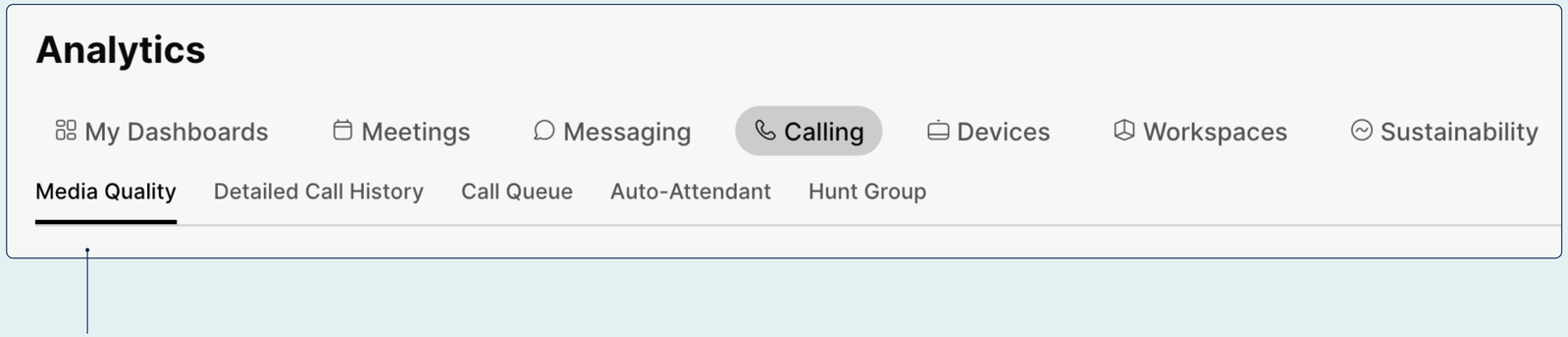
Meeting analytics

Only relevant to Webex Meetings

The analytics under **Meetings** only captures data related to meetings that run on Webex (not meetings that run on other services, such as Zoom, Google Meet or Microsoft Teams).

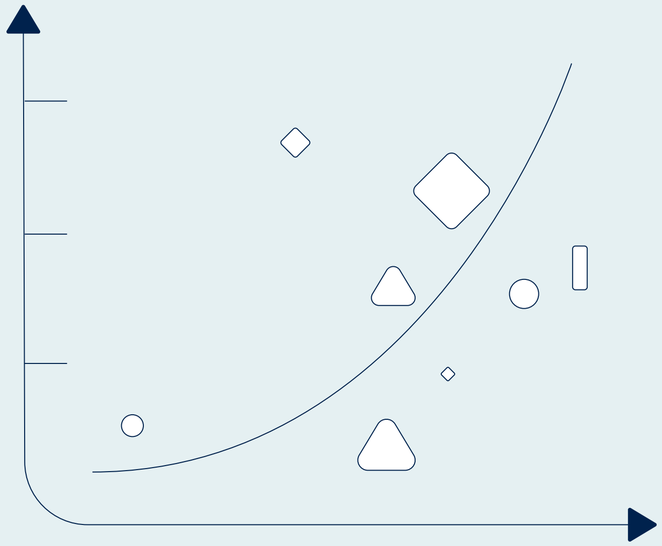
Calling analytics

Assess global call quality using high-level KPIs or get a detailed view with parameters like Location, IP address and connection type, among others.



Track key KPIs

- Total Call Legs: How many call legs were made and received.
- Good Quality Call Legs: The percentage of how many call legs were at or above good quality.
- Average Call Leg Audio Jitter: The average value of maximum jitter that is experienced by each call leg.
- Average Call Leg Audio Packet Loss: The average value of packet loss experienced by each call leg.
- Average Call Leg Audio Latency: The average value of latency experienced by each call leg.



Learn more

Calling analytics

Workspace analytics

Use **Analytics > Workspaces** to understand how employees are using rooms and collaborative spaces.

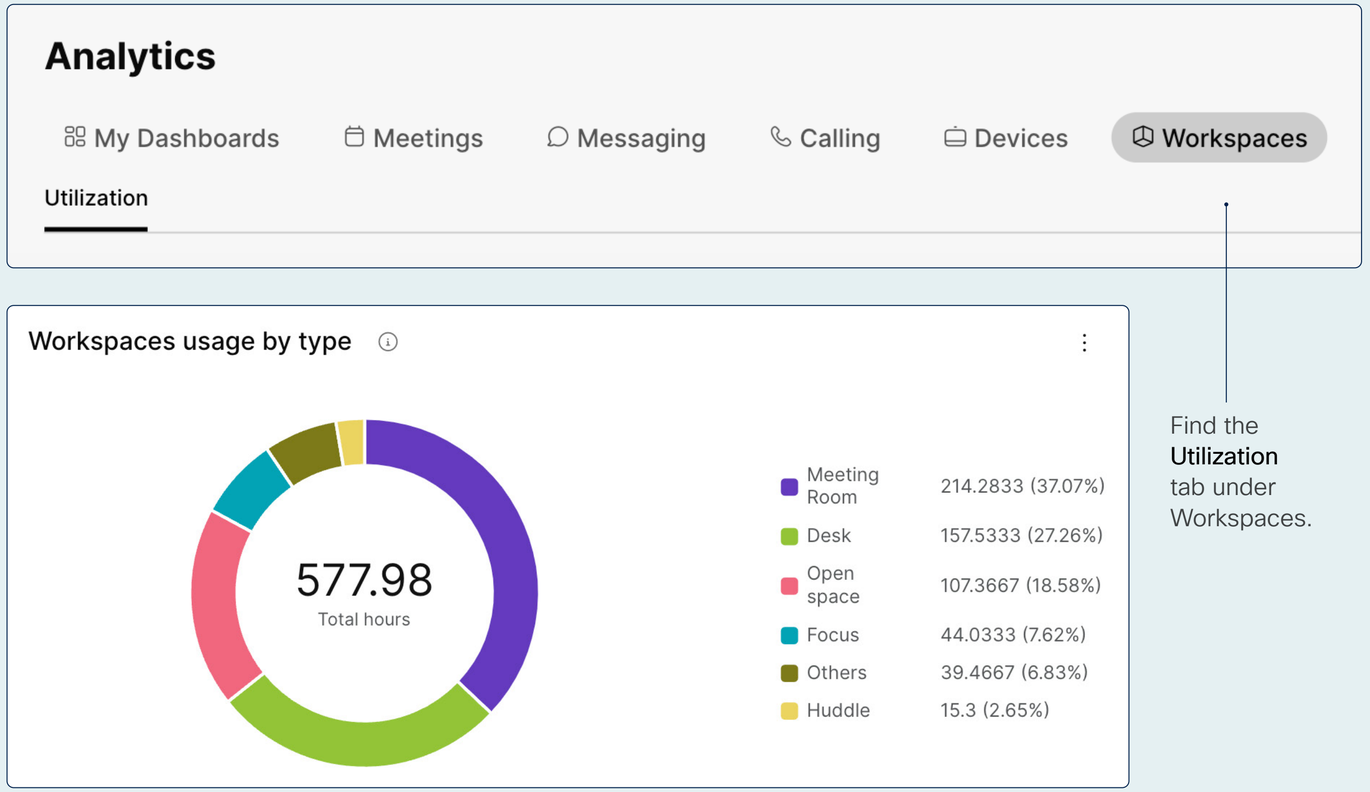
Learn more
Workspace analytics

Understand Workspace usage by type: Gauge which types of Workspaces are being used the most. What does this tell you about employee behaviors?

Partner with Facilities to understand why certain workspaces are being underutilized: Could there be issues with the lights, air quality, humidity or temperature in those rooms? What changes would make a difference to employee well-being and increase utilization?

Collaborate with HR to manage employee expectations during peak occupancy hours: Understand peak occupancy trends and align with HR on internal messaging that helps employees plan their visits to the office.

Resolve the issue of "ghosted meetings": If your organization has a high percentage of room bookings where no one shows up, resolve this issue by using the "Check In" feature. Users can check in when they arrive at the Workspace, which confirms the booking. In the situation that no one arrives in the first 5 minutes, the meeting room is released so others can use it.



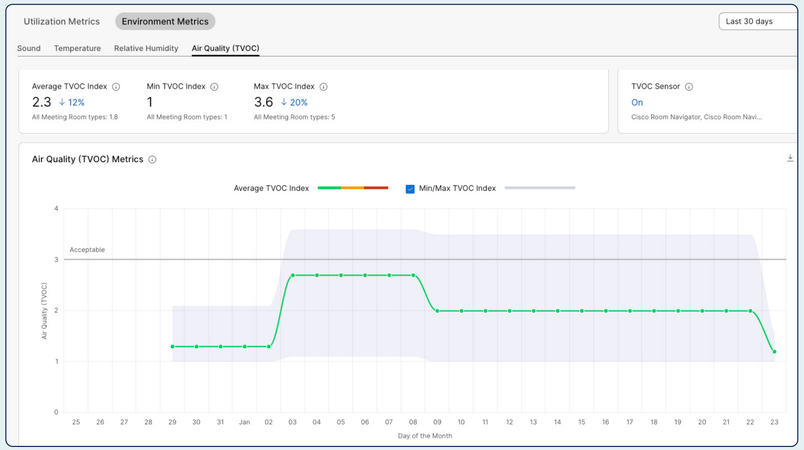
View environmental metrics for a specific Workspace

Select a Workspace, then click on the card **Real-time Environmental Metrics**.

Track air quality for a Workspace over time: Take note of fluctuations in air quality and consider what might be causing these changes over time.

Set up room alerts: Configure messages that you'll receive as an admin when the temperature, humidity or air quality in a certain Workspace becomes undesirable. This data can be used in conjunction with a macro for actions on the local device or as part of a Workspace integration.

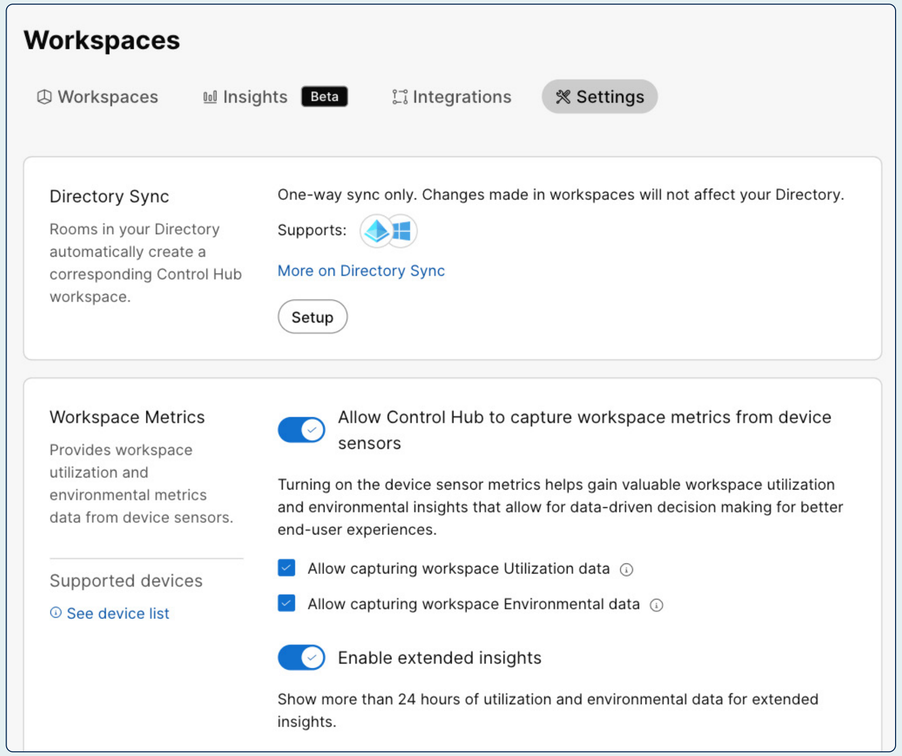
Collaborate with Facilities to improve room conditions: Provide detailed metrics to your colleagues or property manager to request that environmental factors are improved where needed.



Go to **Workspaces > Settings > Workspace Metrics** to allow Control Hub to capture data from device sensors.

Turn the Workspace Metrics toggle on: You'll need to enable your device sensors in order to capture utilization and environmental metrics.

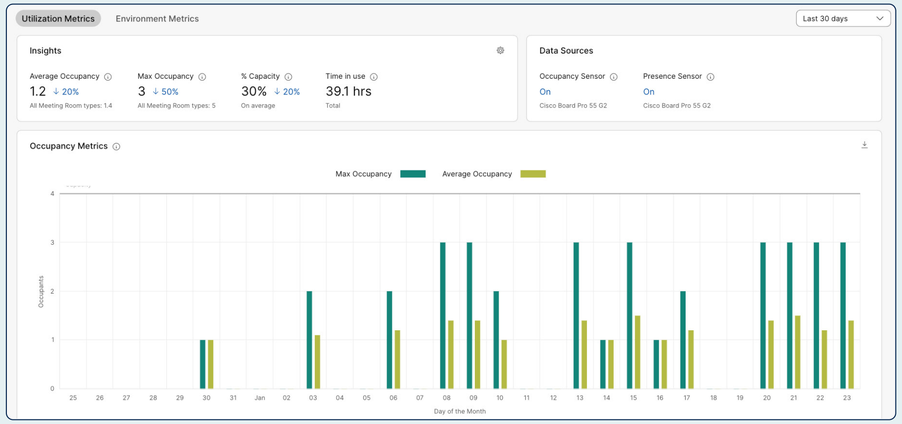
Enable extended insights: This is available if you have the Pro Pack add-on for Control Hub. Toggle on after you have allowed Control Hub to capture workspace metrics (the toggle won't activate otherwise).



View utilization metrics for one or more Workspaces

> **Important**
>
> Go to **Workspaces > Settings > Workspace Metrics** to allow Control Hub to capture data from device sensors.

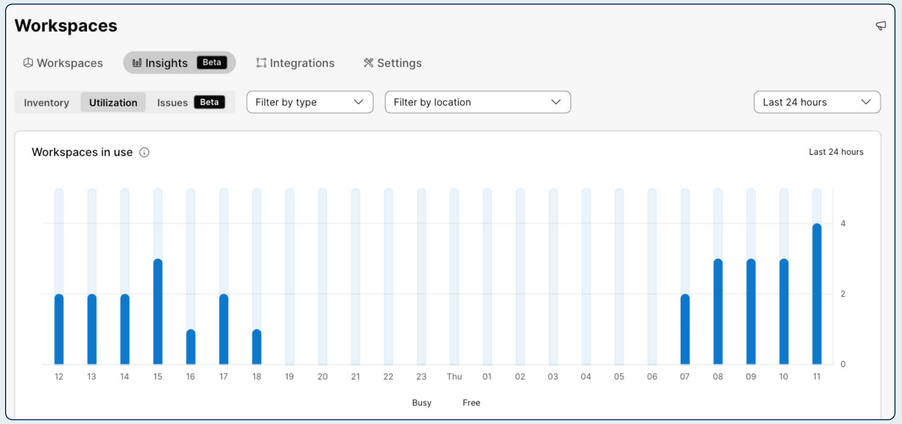
Select a single Workspace, then click on the card **Real-time Utilization Metrics**.



View the average and maximum occupancy for a Workspace over time: How many people usually occupy this Workspace? Are there occupancy trends that you could communicate to Facilities or to HR?

Identify any patterns linking occupancy and environmental factors: Are there correlations between the number of people in this Workspace and its corresponding air quality, temperature or humidity?

Go to **Workspaces > Insights > Utilization** for an overarching view of all Workspace usage.



View overcrowding and under-utilization: Understand which Workspaces are the busiest and which the least popular.

Track patterns of usage over time: Are there some days of the week that see very little Workspace usage? Share this data with Facilities, so they know which days are best for routine visits, checks or installations.

Sustainability analytics

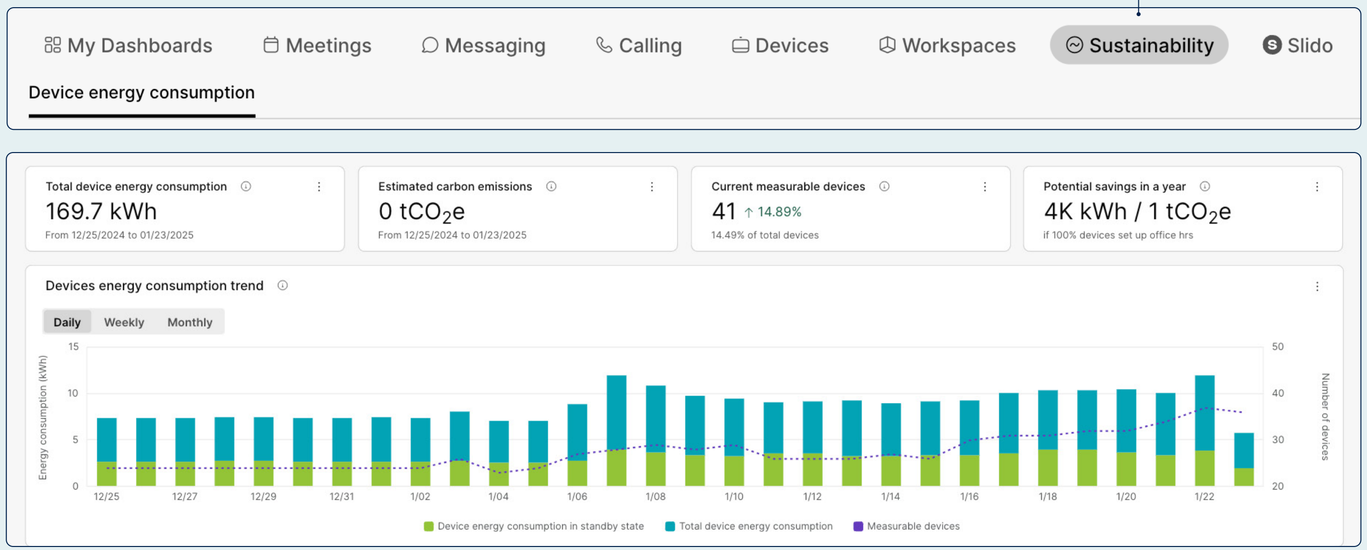
Collaborate with your organization's Sustainability Champion to track and manage energy consumption.

Estimate greenhouse gas emissions associated with the energy consumption of your devices and phones: Audit current consumption levels and show how you calculated your sustainability targets.

Calculate potential annual savings in kWh: Estimate how much energy your organization is saving, assuming that each measurable device and phone is set to office hours and not used on weekends.

Understand energy consumption over time: Track how much energy is consumed for measurable devices and phones over a selected period–and how the configuration changes you make to devices affect consumption levels over time.

Go to **Analytics > Sustainability**



Learn more

Sustainability analytics

Save energy with office hours

For each location, set office hour configuration defaults.

This ensures that devices in each location go into standby outside of office hours.

Take stock of your inventory

Learn more
Workspace insights

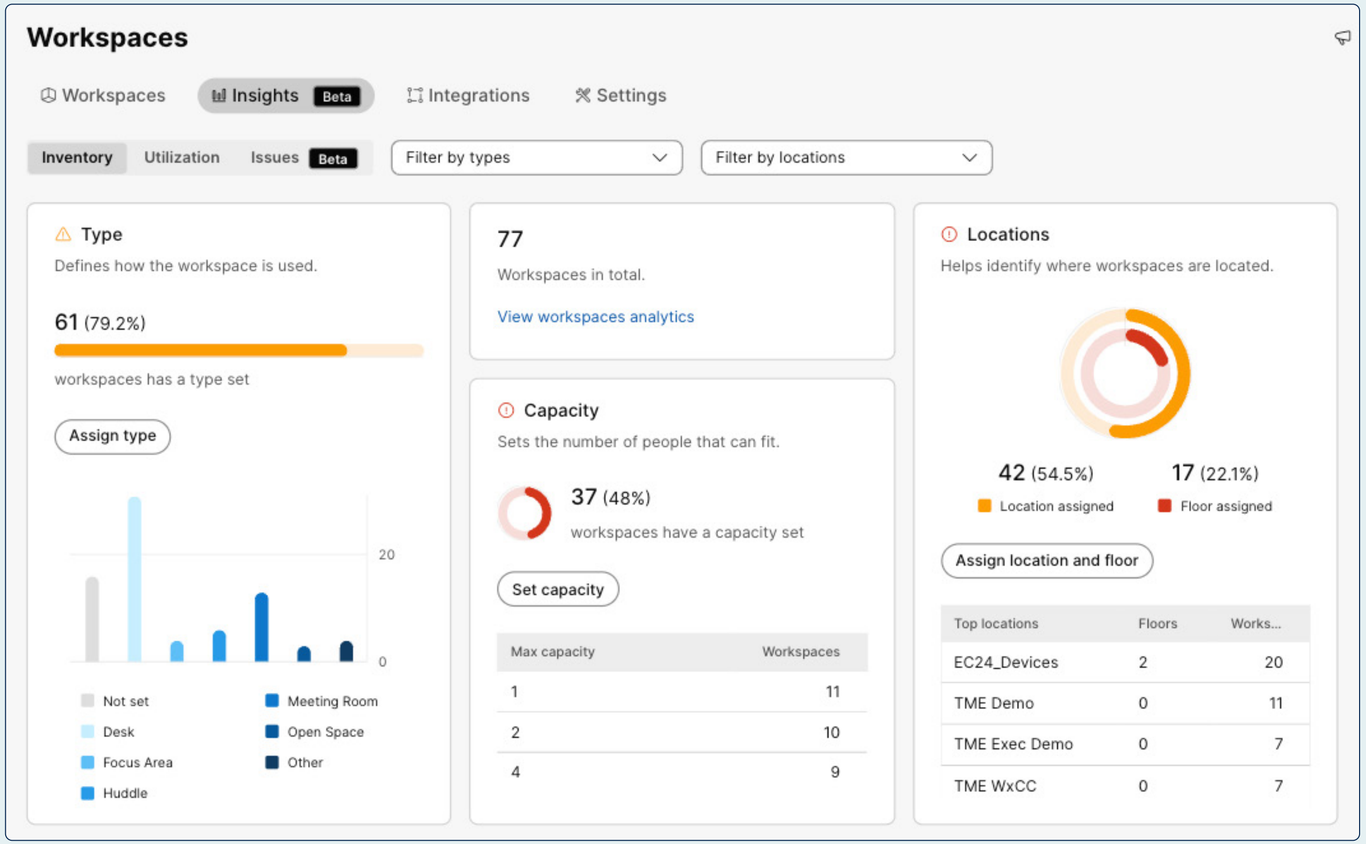
Use **Workspaces > Insights > Inventory** to see how your workspaces are set up and which have metadata recorded.

Understand where metadata is missing: Look at what percentage of your Workspaces have their type, maximum capacity and location defined. When a Workspace is missing metadata, you won't be able to take full advantage of all experiences enabled by Control Hub.

For example, it's much easier to align with the recommended people counts in different rooms when your Cisco devices can track when capacity has been exceeded.

Similarly, visitors to your building will only be able to navigate to a Workspace using indoor interactive maps if you have mapped Workspaces to Locations.

Plan timing and location of company events: Knowing the maximum room capacity of your Workspaces—as well as their peak occupancy hours—can help you decide the best location and floor to host a company event.



Use report data

Extract raw data from your Webex account for archiving or processing on another platform.

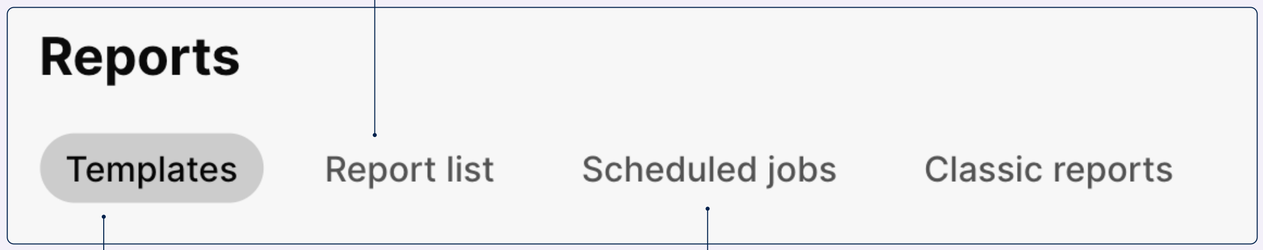
Access valuable data by generating device reports and Workspace reports. If you're using Calling and Meeting, generate reports for those Webex services, too. Learn more about using report data for a range of scenarios.

View generated reports

- Check to see if the report is ready to download.
- If the report is "Incomplete" it hasn't processed correctly. Generate the report again to fix this status.

Ingest reports with an API

- Use the Reports API to ingest data into your own reporting system.
- You must have Pro Pack to generate reports with an API.



Generate and schedule reports

- Select the report template you want to generate.
- Choose to generate the report now or schedule it to generate daily/weekly/monthly.
- Decide if you want to be notified when the report is ready.

View reports you've scheduled

- Disable a report from running automatically or delete a scheduled job entirely.

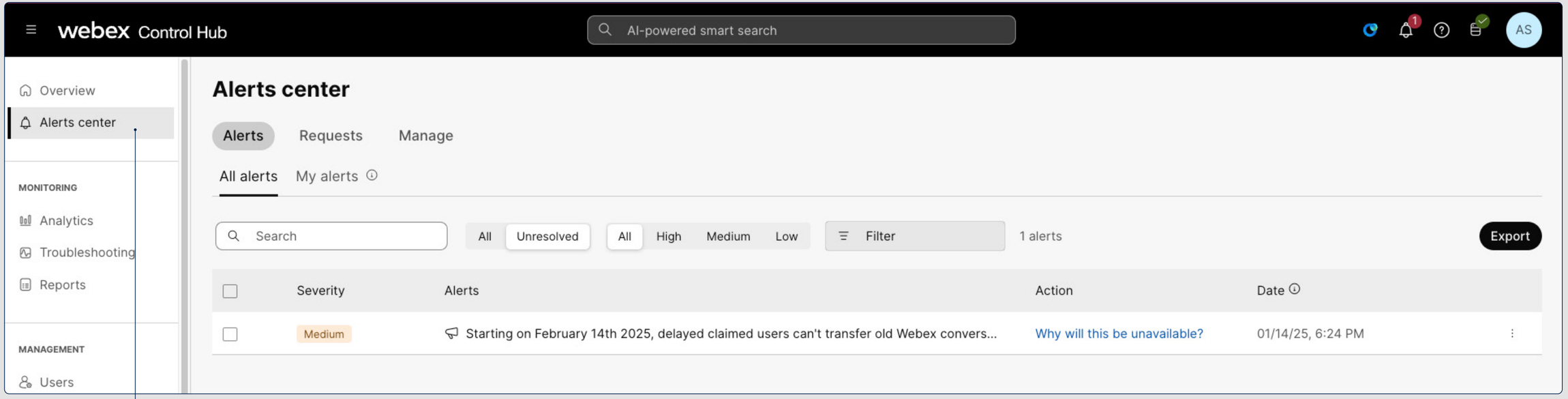
Set up alerts

Keep up to date with your Webex services and devices by setting up custom alerts.

Alerts center can help you keep an eye on a range of aspects, including call quality, device status, and much more. It provides a centralized panel to manage alerts for your device deployment.

Learn more

Manage alerts in Control Hub



Select **Alerts center**

Device alerts

Streamline your operations with a clear and comprehensive view of issues as they arise.

Choose how you receive alerts

Alerts can be delivered through email, webhooks, PagerDuty, or in a Webex App space.
Read the full guide.

Software version expiry alerts

If you're using Advanced upgrade management, you can set alerts to notify you when devices are nearing the end of support for their current software version. Alerts trigger at 14 and 3 days before the software version expires.

Learn how to set software expiry alerts.

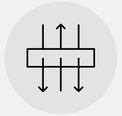
Advanced diagnostics and troubleshooting alerts

Set up alerts to notify you whenever call quality drops below a given threshold. Stay informed about bugs, security updates, and changes to release dates through operational alerts.

RoomOS operational alerts

Receive alerts on bugs and security-related information, plus changes to software release dates.

Learn how to set up diagnostic and RoomOS alerts.



Offline and online event alerts

Receive notifications when a device has been offline for 10 minutes, or when it's been 10 minutes since the device came back online.

Detected or resolved issues alerts

Choose to receive all alerts or mute specific alerts for detected issues or resolved events.

See the full list of alerts available.

How to create a new alert

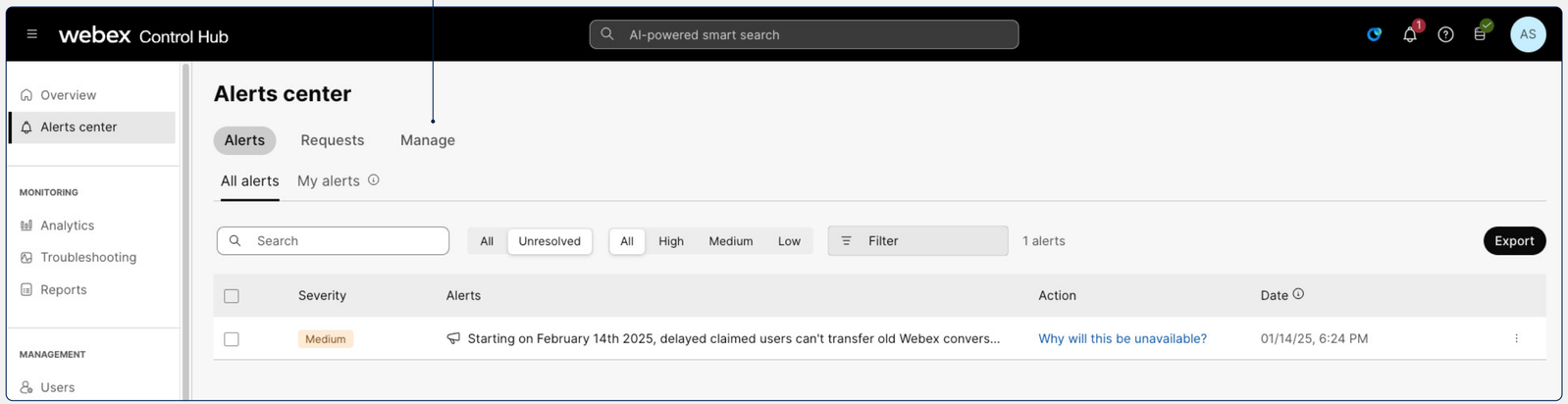
Learn more

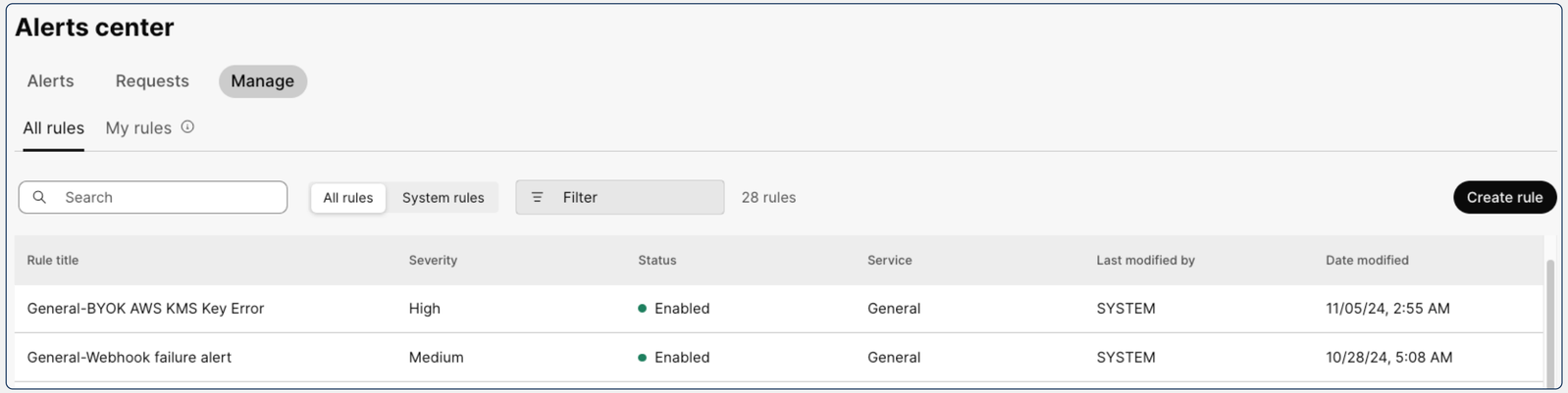
Read the full guide to creating alerts.

Step 1

Select **Alerts Center > Manage > Create rule**

Select **Manage**





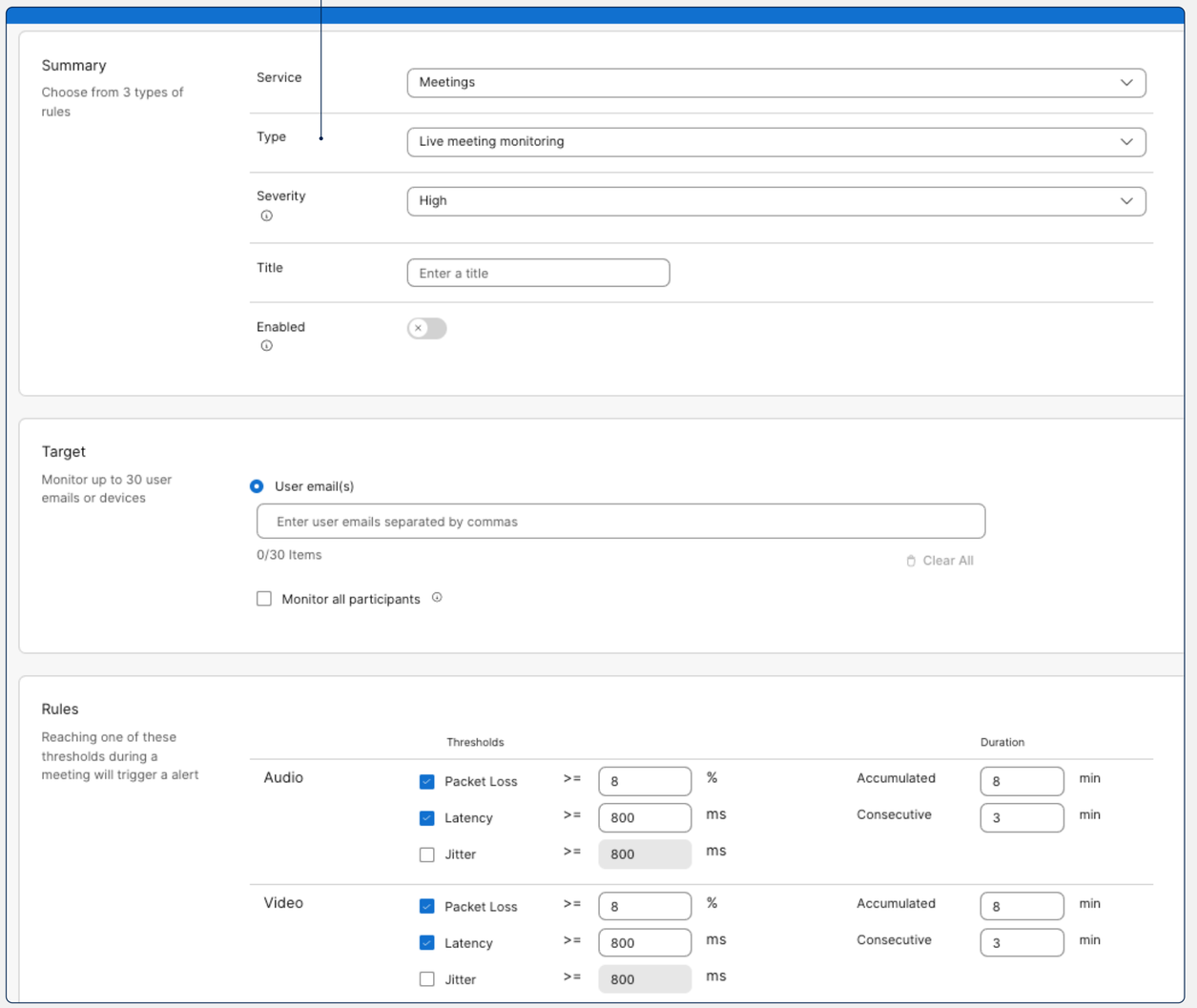
Then select **Create rule**

How to create a new alert

Step 2

Create the alerts you require.

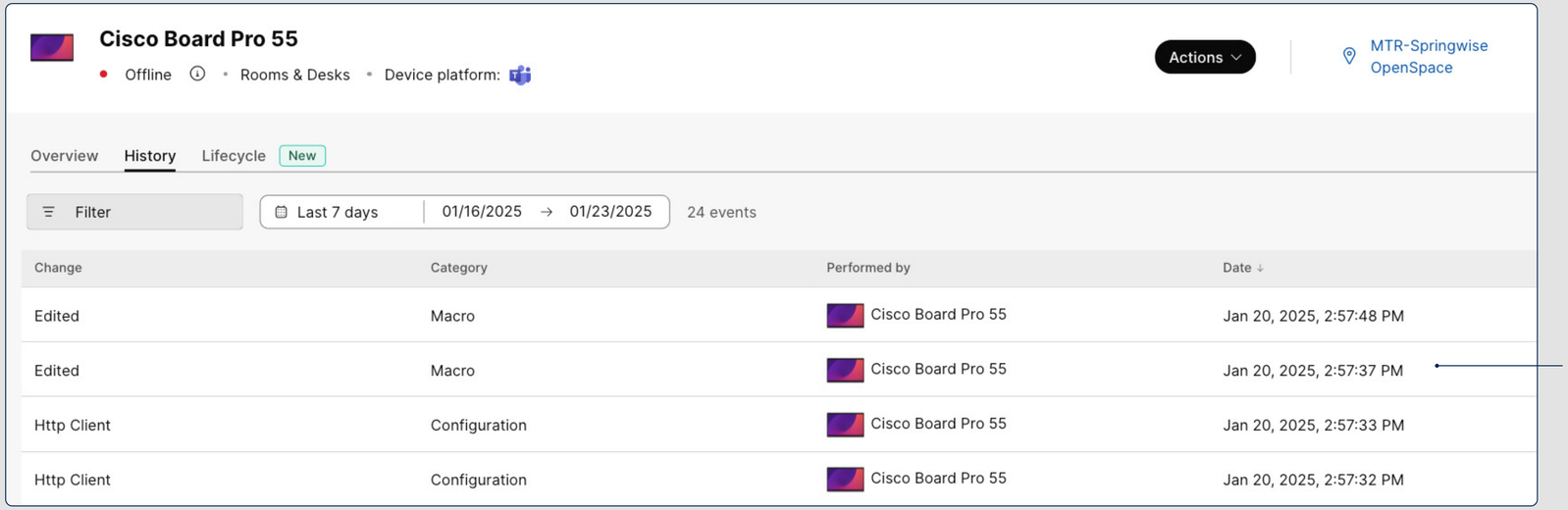
Complete the form to build your alert.



Audit device history

Use **Devices > Selected device > History** to check what's been changed on a device, when, and by whom.

If a device isn't behaving as you'd expect, check whether this might be linked to a change someone made since you deployed the device. If you know when the device began having issues, cross check its behavior with the timeline of changes recorded in Control Hub.



Find the exact time and date each change was made, and by whom.

Learn more

Device change history

Understand device lifecycle

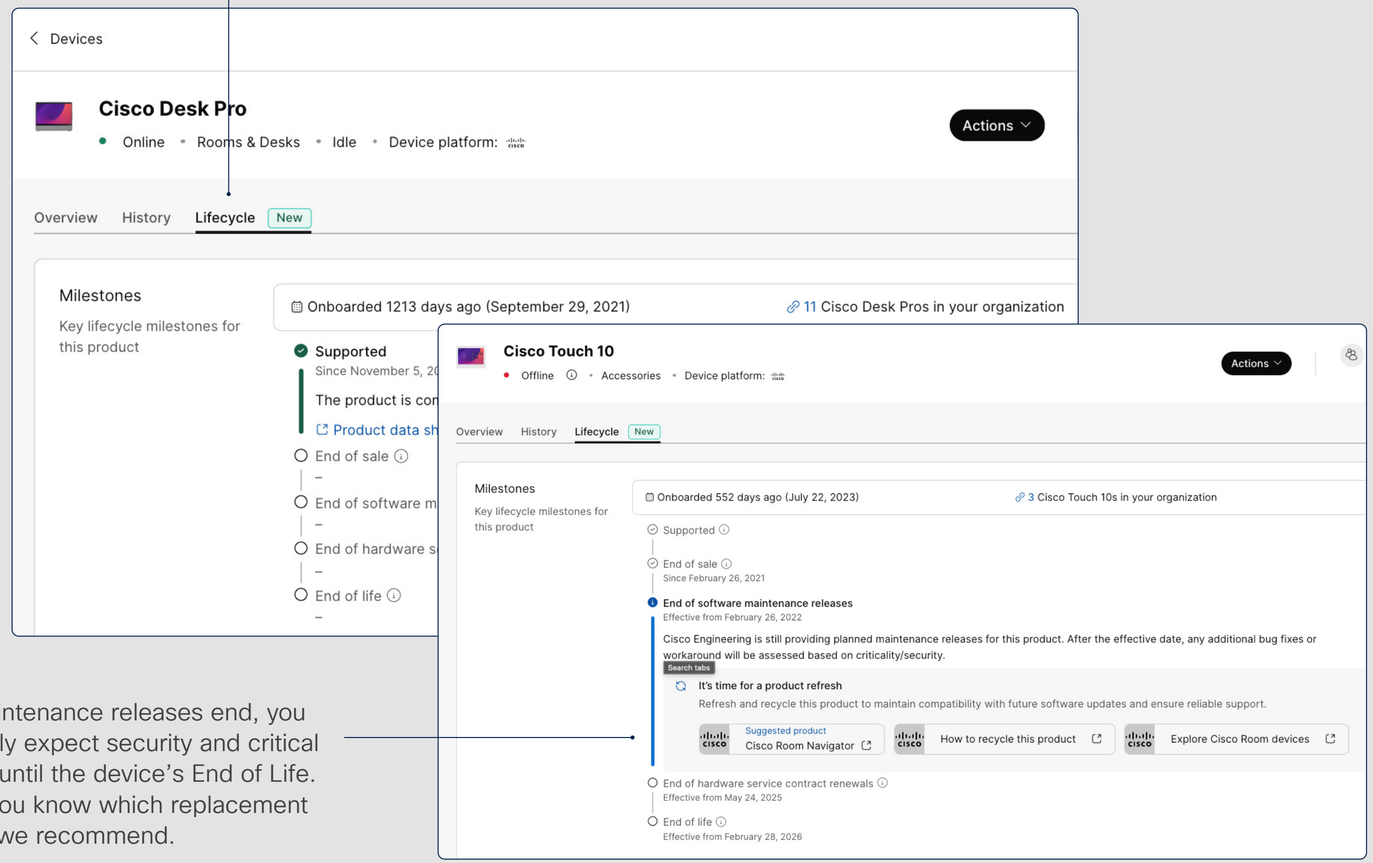
Keep your hardware up to date by tracking device lifecycle in Control Hub.

Plan for product replacements and upgrades: By understanding the lifecycle for each device, you'll be able to plan your tech estate proactively.

Protect critical operations: Act the moment you receive an "End of Sale" notification (sign up for these under "My Notifications"). This will help avoid situations where business-critical equipment suddenly becomes unsupported.

Maintain a robust security posture: Using Cisco devices after they've reached End of Life may pose a security risk (such as unpatched vulnerabilities).

Go to **Devices > [Select a device] > Lifecycle**



When maintenance releases end, you should only expect security and critical bug fixes until the device's End of Life. We'll let you know which replacement products we recommend.

Learn more

End of support for RoomOS devices

Troubleshoot

Let’s figure out what’s going on—and fix it quickly.

No matter how well your solution is configured and monitored, there may come a time when something doesn’t go to plan.

You’ll be able to resolve a lot of issues by yourself, using tools and powerful integrations available within Control Hub. There are also ways to share information with our Technical Assistance Center (TAC).

Together we’ll make sure you resolve any incidents before they become problems that affect your wider organization.

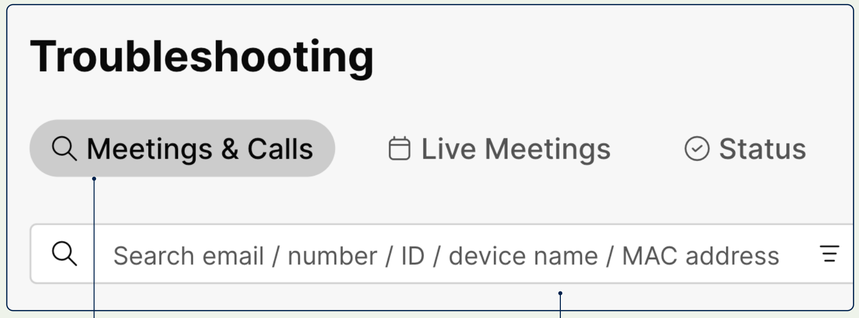
Configure / Monitor / Troubleshoot

Troubleshoot meetings and calls >	Isolate a meeting or call event to understand more.
See more with ThousandEyes >	Use path visualization to identify network issues with greater clarity.
Monitor with Meraki >	Track device-level health, location and status.
Use Remote Access >	Manage devices remotely without being on the same network.
Generate device logs >	Download logs to troubleshoot devices in your organization.
Create a remote support key >	Enable full device access for Cisco Support troubleshooting.

Troubleshoot meetings and calls

When a user has an issue in a meeting or call, isolate the event to understand more.

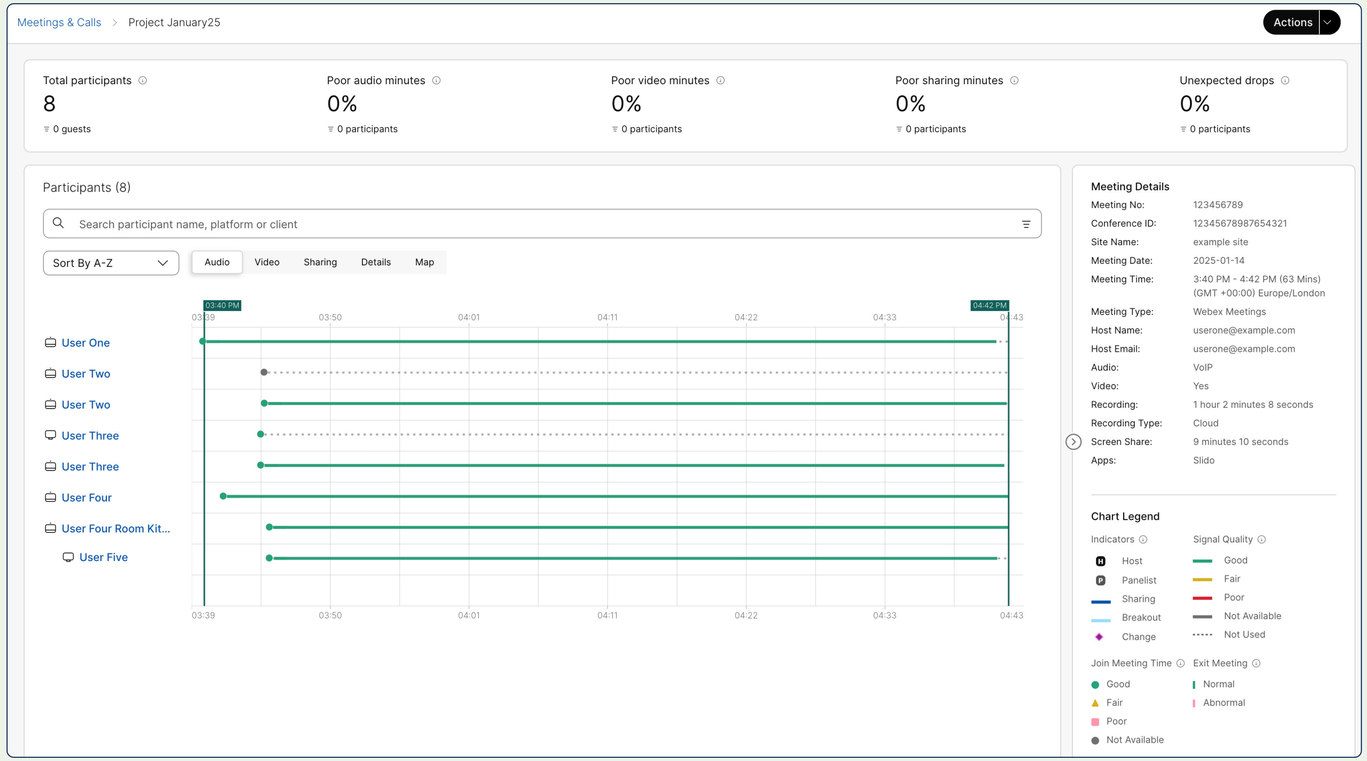
Select a search result to view KPIs, participants, audio/video quality, equipment and network details and a map showing join information.



Go to **Troubleshooting > Meeting and calls**

Enter any of the following into the search bar:

- User's email address
- Meeting number
- Conference ID
- Phone number
- Device name
- MAC address



Learn more

Troubleshooting Webex Meetings and Calls

See more with ThousandEyes

Identify network issues with greater clarity by using network path visualization.

Learn more

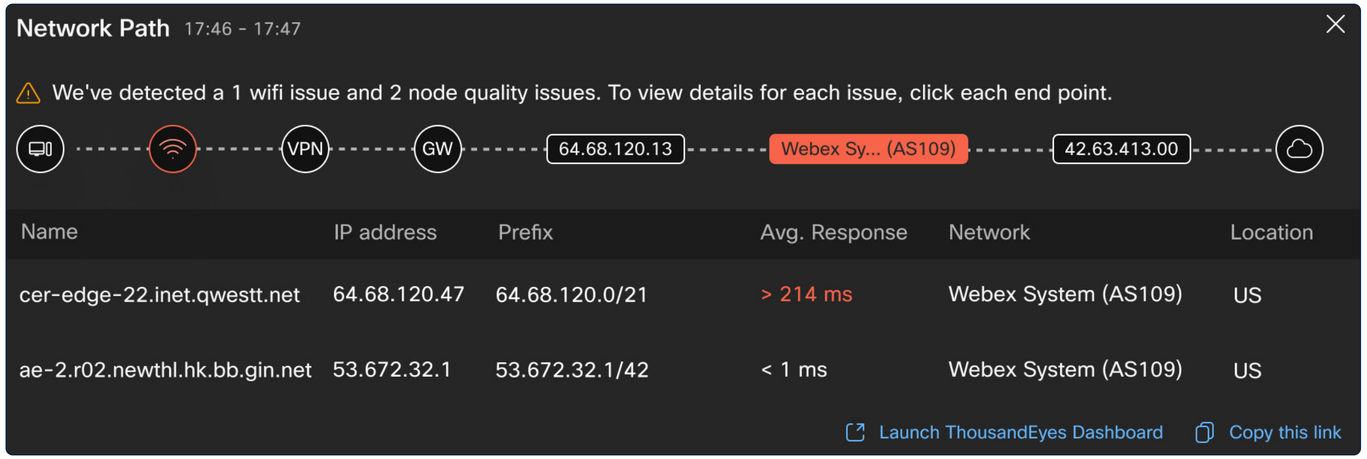
Integrating ThousandEyes with Control Hub

When you integrate Cisco ThousandEyes with Webex, network path data is pulled from ThousandEyes and displayed alongside meeting or call troubleshooting data within Control Hub.

Go to **Troubleshooting > Meetings and calls** to search for the meeting or call you want to investigate.

You'll have visibility on the network path between users and Webex on an hop-by-hop basis – a "hop" being every time a data packet is forwarded by a router or other network device. Visibility extends beyond your local network to ISPs and SaaS providers.

For each hop, you'll see the name of the device, IP address information and packet loss and latency statistics. This data will help identify root causes for those scenarios when participants have negative experiences. The data may indicate issues on the user's network or help identify where along the path to Webex something is going wrong.



Launch ThousandEyes dashboard

For more details on a particular endpoint agent, open up the ThousandEyes dashboard from within Control Hub.

Monitor with Meraki

Solve network issues faster with Meraki's Control Hub integration.

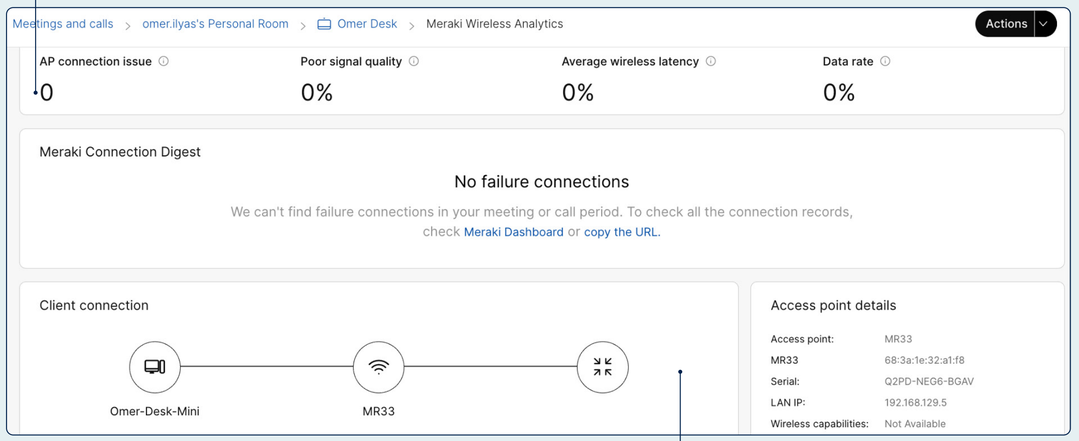
Meraki's path visualization

Integrate Cisco Meraki for insights into the network path between your Cisco devices and your critical resources, helping you deliver:

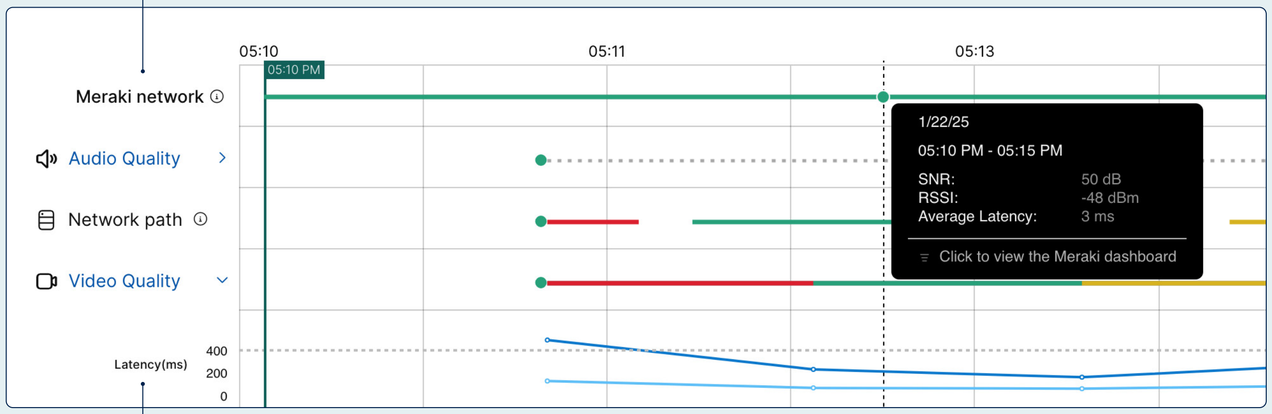
- Faster troubleshooting by identifying exactly where issues occur.
- Better network performance and improved understanding of network health.
- Proactive management, addressing potential issues before they affect users.
- Simplified monitoring, making complex network paths easier to manage.

Once activated, Meraki is accessible from the **Troubleshooting** menu in Control Hub.

View key performance indicators
Connection issues, signal quality, wireless latency, and data rate.



Monitor quality
See the quality on your Meraki network.



Monitor latency
Across network and Cisco devices.

Quickly identify issues
Check clients, access points, switch statuses, and more.

Get started

Integrate Cisco Meraki with Troubleshooting in Control Hub

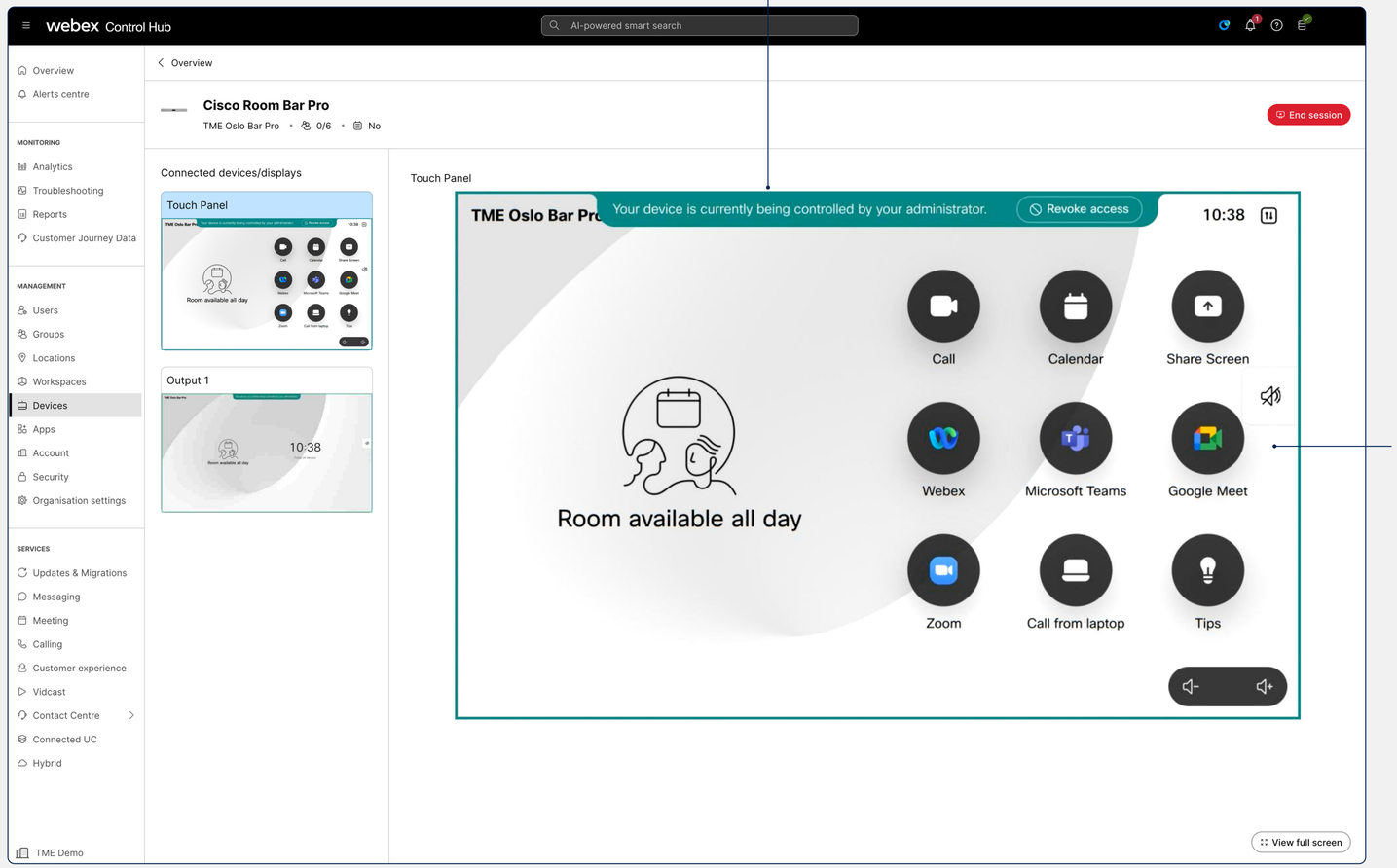
Use Remote Access

If one of your devices runs into a problem, you can remotely access it from within Control Hub—there's no need to be physically in front of the device. Remote Access gives you full control of the device's UI and visibility of what's on screen.

Remote Access is off by default and can be enabled in **Devices > Settings > Remote Access**.

Learn how to enable and set up Remote Access.

Remote Access displays a live view of the target device's touch panel. If the device is already in use, the user is shown an alert.



Admins can remotely control the device's touch interface as if they were in the same room.

Important

Due to privacy issues, Remote Access only works for shared mode devices.

Generate device logs

Download device logs from Control Hub to troubleshoot devices in your organization.

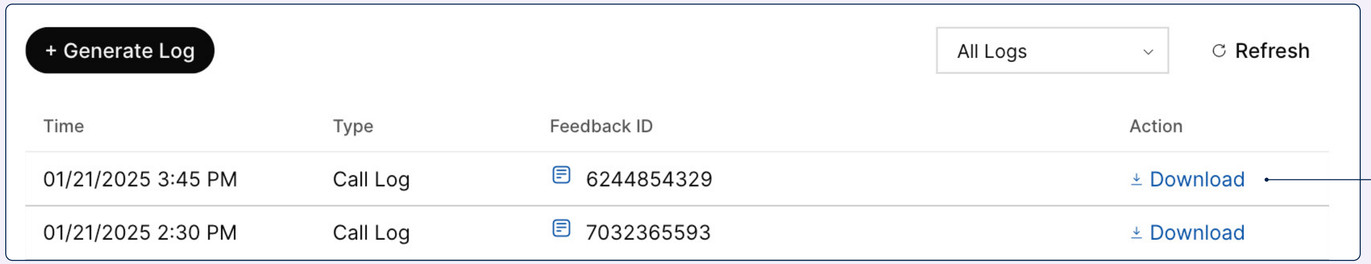
Learn more

Managing logs for Cisco devices

Go to **Devices** and select the device you want to troubleshoot. In the device overview, go to **Support > Device Logs > Manage**.

On the **Support** card for the device, click **Manage** beside Device logs.

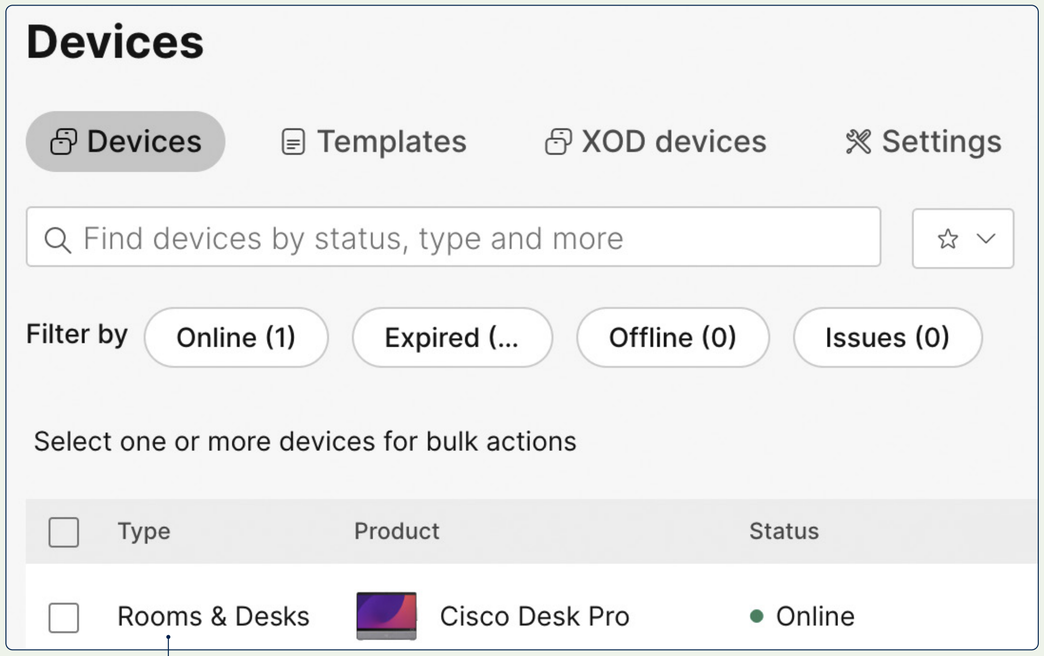
Generate Log or **Download** an existing log bundle. Generate all logs, full logs, call logs or crash logs. The logs you generate are automatically sent to Cisco's Technical Assistance Center (TAC).



You can only download logs that you've already generated.

Create a remote support key

If you're working with Cisco's Technical Assistance Center (TAC) to resolve an issue, they may require full access to the device that needs troubleshooting. Generate a remote support key to pass on to TAC.



Go to **Devices** and select the device that has an issue.

In the device overview, go to **Support > Remote support key**.

Go to the **Support** card for the device.

Share this key with Cisco Support by pasting it in a message. To revoke the remote support key on your device, select **Remote support key > Reset Key**.

Resources

Find out what's new

Keep track of updates to the interface, new functionality for Webex services, and ways to manage your organization and users.
What's new in Control Hub

Get an overview of new features and capabilities available for your Webex registered Board, Desk, and Room Series devices.
Release notes for RoomOS

We're here to help

Devices overview
Learn more about Cisco device management and intelligent endpoints for improving collaboration.

Digital assets
Check out our admin and user quick start guides.

Cisco support
Visit the Control Hub Help Center, access downloads, and learn how to create a TAC support case.

Adoption
Plan for success, drive business goals, and optimize Webex for long-term adoption.