

Walkthrough Wednesday: Webex Desk Series, the Home Office, and Beyond!

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Agenda

- Home Office Portfolio Overview
- Introducing the Webex Desk Hub
- Cisco Home Office Setups
 - Good, Better, Best
- How to Work from Home without Looking like You are Working from Home
 - Lighting, virtual backgrounds, and audio considerations

Home Office Portfolio Overview

Complete Device Portfolio

At your desk

Desk phones



68/78/80xx Series

Headsets



500 Series

700 Series

USB camera



Webex Desk Camera

Personal desktop collaboration



Webex Desk Hub

All-in-one premium collaboration and co-creation



Webex Desk



Webex Desk Pro

Meeting spaces

Content share and conference



Webex Share



Webex Room Phone

Video-first kits



Webex Room Kit Series

Video-first integrated systems



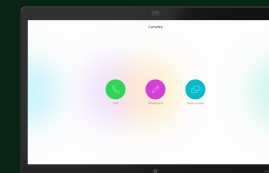
Webex Room Series

Immersive boardroom



Webex Room Panorama Series

Team collaboration and co-creation



Webex Board Series

Office navigation and in-room control



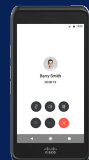
Webex Room Navigator

Mobile frontline

IP wireless phones



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Webex Wireless Phone

DECT phones

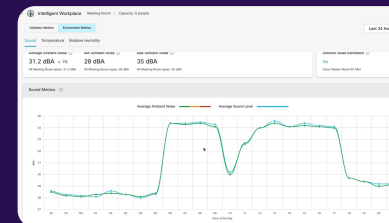


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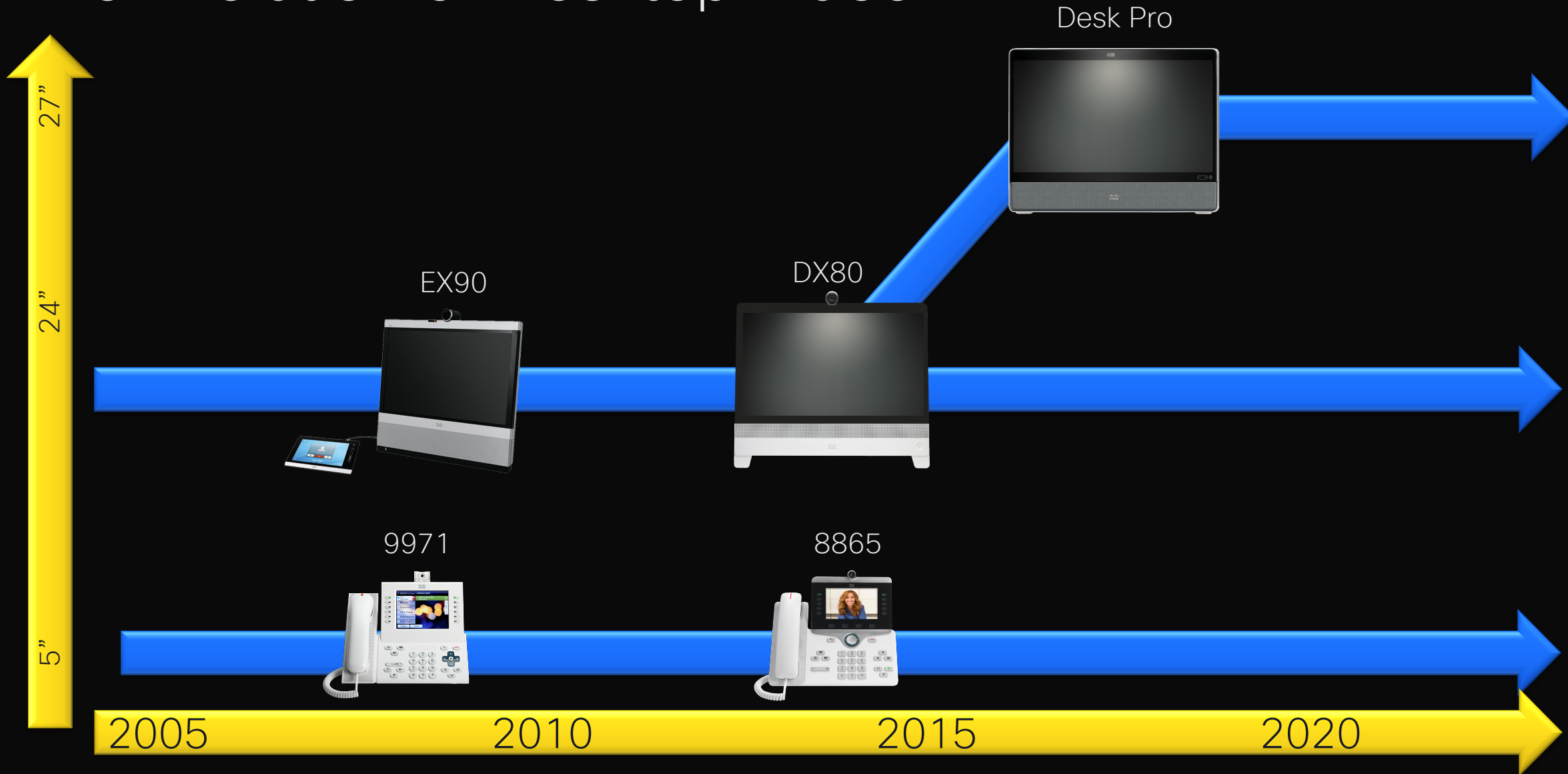
Single pane of glass management and analytics



Webex Control Hub

Manage. Secure. Optimize.

The Evolution of Desktop Video

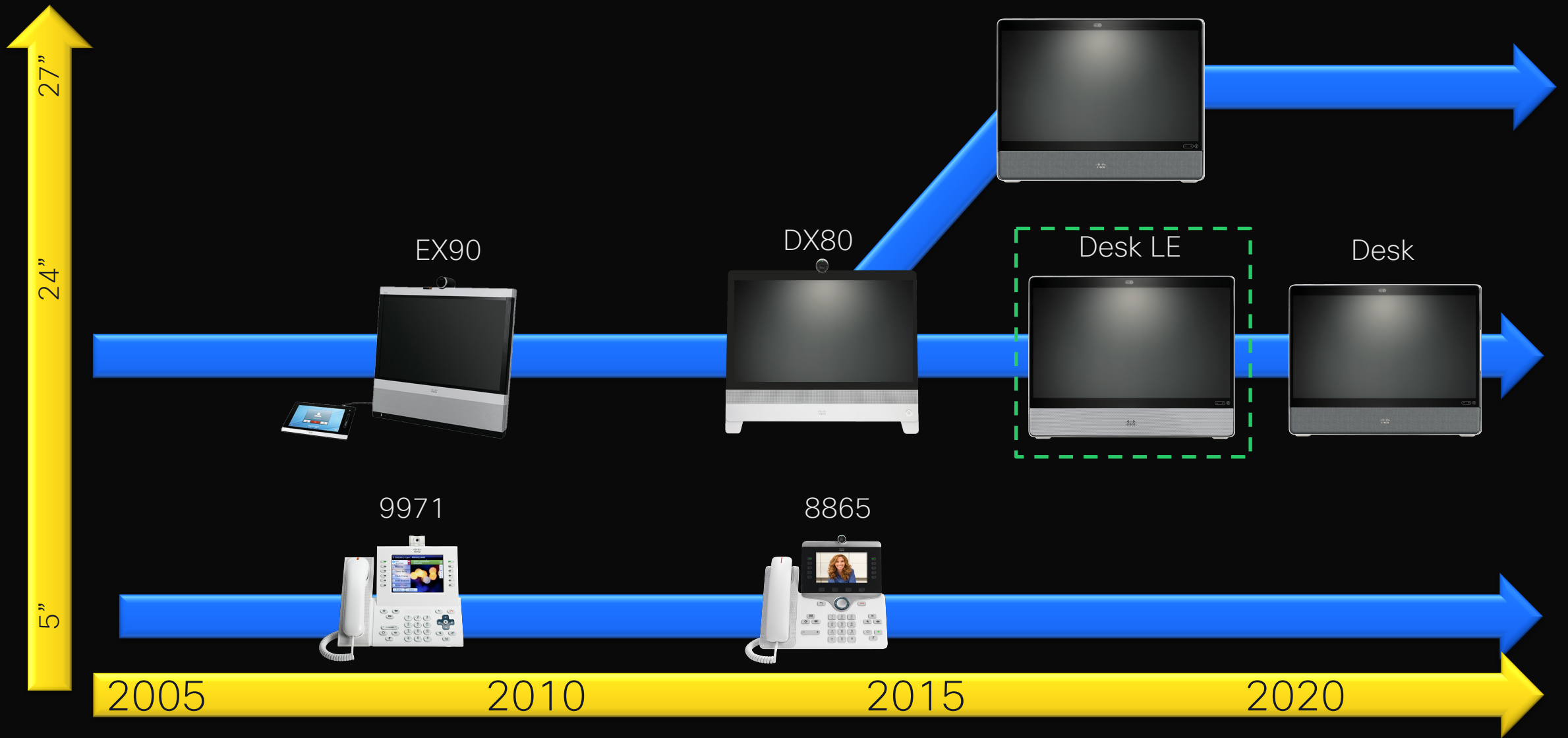


Introducing The Webex Desk

- 24" Screen
- 1080p
- One center speaker
- 4 beamforming mic array
- 64 degrees FOV
- Virtual backgrounds
- USB-C touch forwarding
- Optional metal grille



The Evolution of Desktop Video



The Webex Desk Series



Desk



Desk Limited Edition



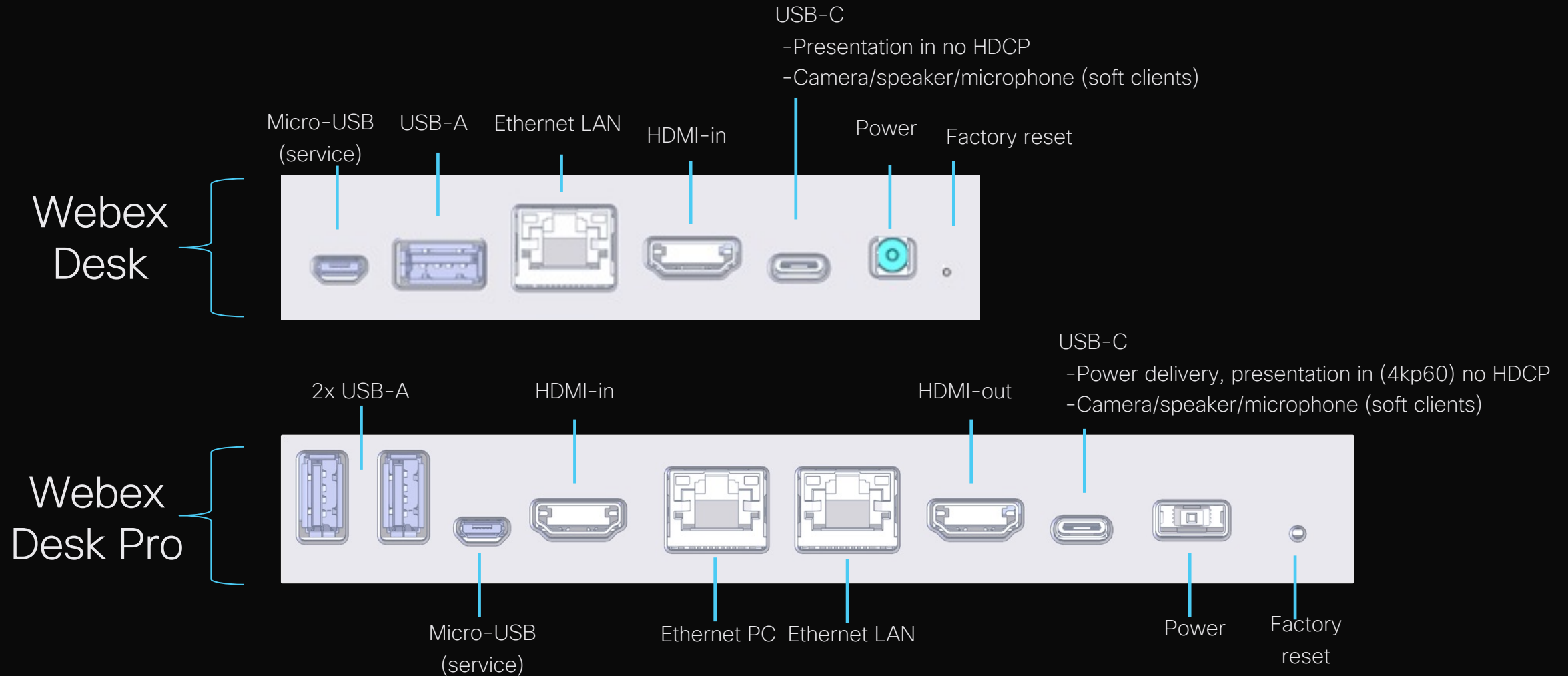
Desk Pro

The Webex Desk Series

	Webex Desk	Webex Desk Limited Edition	Webex Desk Pro
Availability/FCS	Coming Soon	Current Available	Current Available
Size	24"	27"	27"
Resolution	1080p	1080p	4k
Audio	One center speaker 4 beamforming mic array	One center speaker 6+2 beamforming mic array	Stereo speakers 3.1 6+2 beamforming mic array
Camera	4k Ultra HD HFOV 64 degrees Automatic tilt 2x zoom	4k Ultra HD HFOV 71 degrees Automatic tilt 2x Zoom	4k Ultra HD HFOV 71 degrees Automatic tilt 2x Zoom
Virtual backgrounds	Yes	Yes	Yes
USB-C capabilities	Screen share Client agnostics Windows touch forwarding	Screen share Client agnostics Windows touch forwarding	Screen share Client agnostics Windows touch forwarding Laptop charging
Stylus included	No	No	Yes
Changable speaker grille	Yes, default fabric	Yes, default metal	Yes, default fabric
3.5 mm mini jack	No	Yes	Yes
Tilt range (desk stand)	No	Yes	Yes

*CS-DeskPro-K9 version only
 CS-DeskPro-NR-K9 GPL \$11900
 ** for compliant countries only,
 see separate slide

The Webex Desk Connectors



Touch Forwarding using USB-C



Cisco Headsets Models












	730	560 Series MultiBase	560 Series Standard Base	530 Series	520 Series
Models	730	561/562	561/562	531/532	521/522
Designed for	Office/Mobile	Office/Contact Center	Office/Contact Center	Office/Contact Center	Office/Mobile
Type	Bluetooth 5.0	Wireless (DECT 6.0)	Wireless (DECT 6.0)	Wired with Quick Disconnect	Wired
Simultaneous connections	2 Bluetooth + 1 USB A	3*	1	1	1
Connectors (included)	3.5mm and USB-A	USB and RJ9/RJ11 (Y cable)	USB and RJ9/RJ11 (Y cable)	QD to RJ9 (for phones) or QD to USB	3.5mm and USB

*1 Bluetooth Device + 2 Wired Devices (2 USB or 1 USB + 1 RJ9/RJ11)

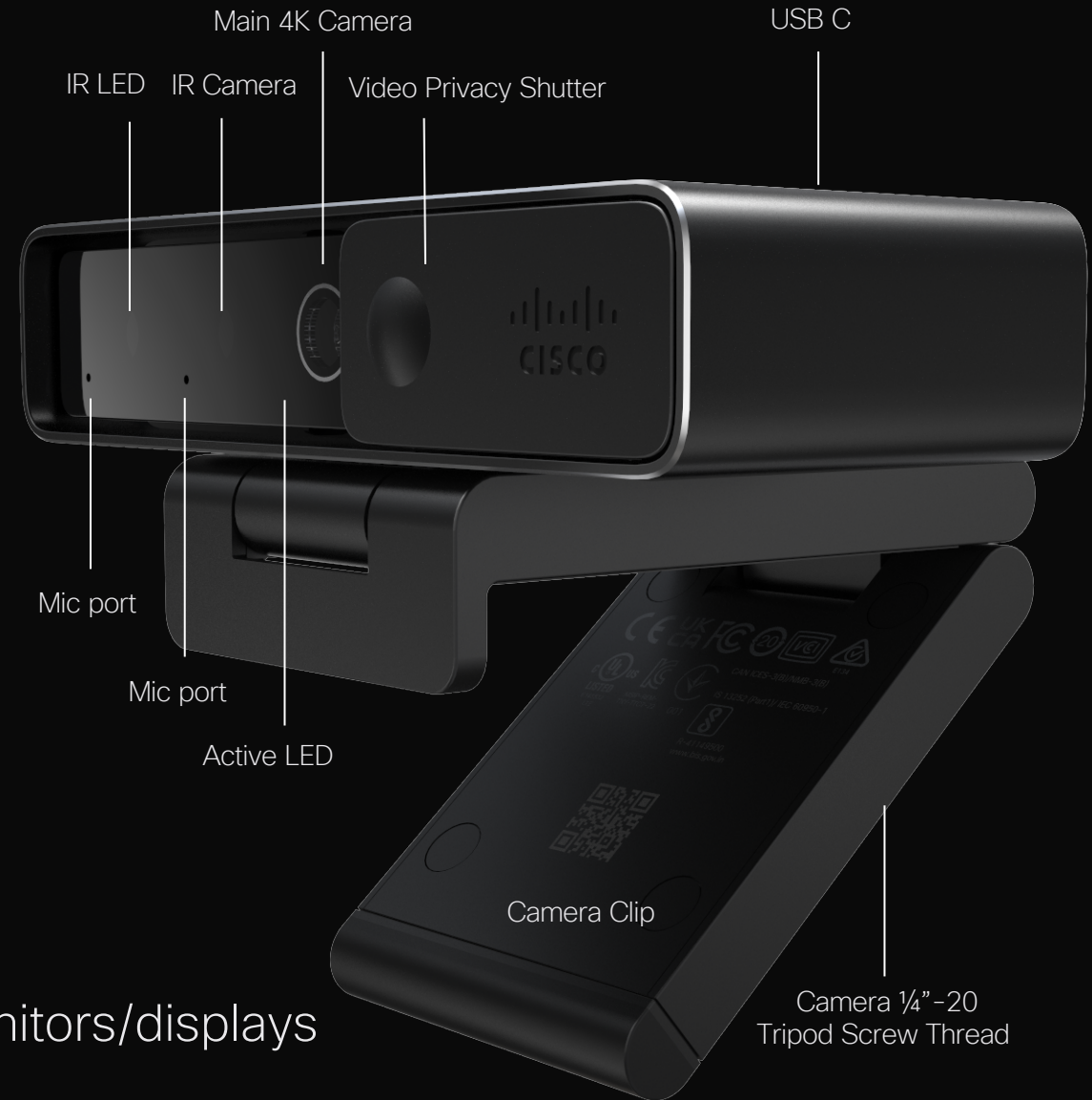
Cisco Headset Best Practices

- Headset Compatibility Guide:
 - <http://cs.co/headset-compatibility>
- Webex peripherals and ownership in Control Hub
 - Search as devices or as user association
 - Export data to CSV
 - Webex app applies firmware upgrades
- Webex app with CUCM calling
 - Headset information sent to Control Hub
 - Only Enterprise Phones or Jabber send HS data to CUCM
- HS Control Hub Demo: <http://cs.co/headset-ch>
- HS UCM Management: <http://cs.co/headset-management>
- CCUC HS Demo: <http://cs.co/headset-ccuc>
- CUCM Touchless EM Demo: <http://cs.co/touchlessEM>

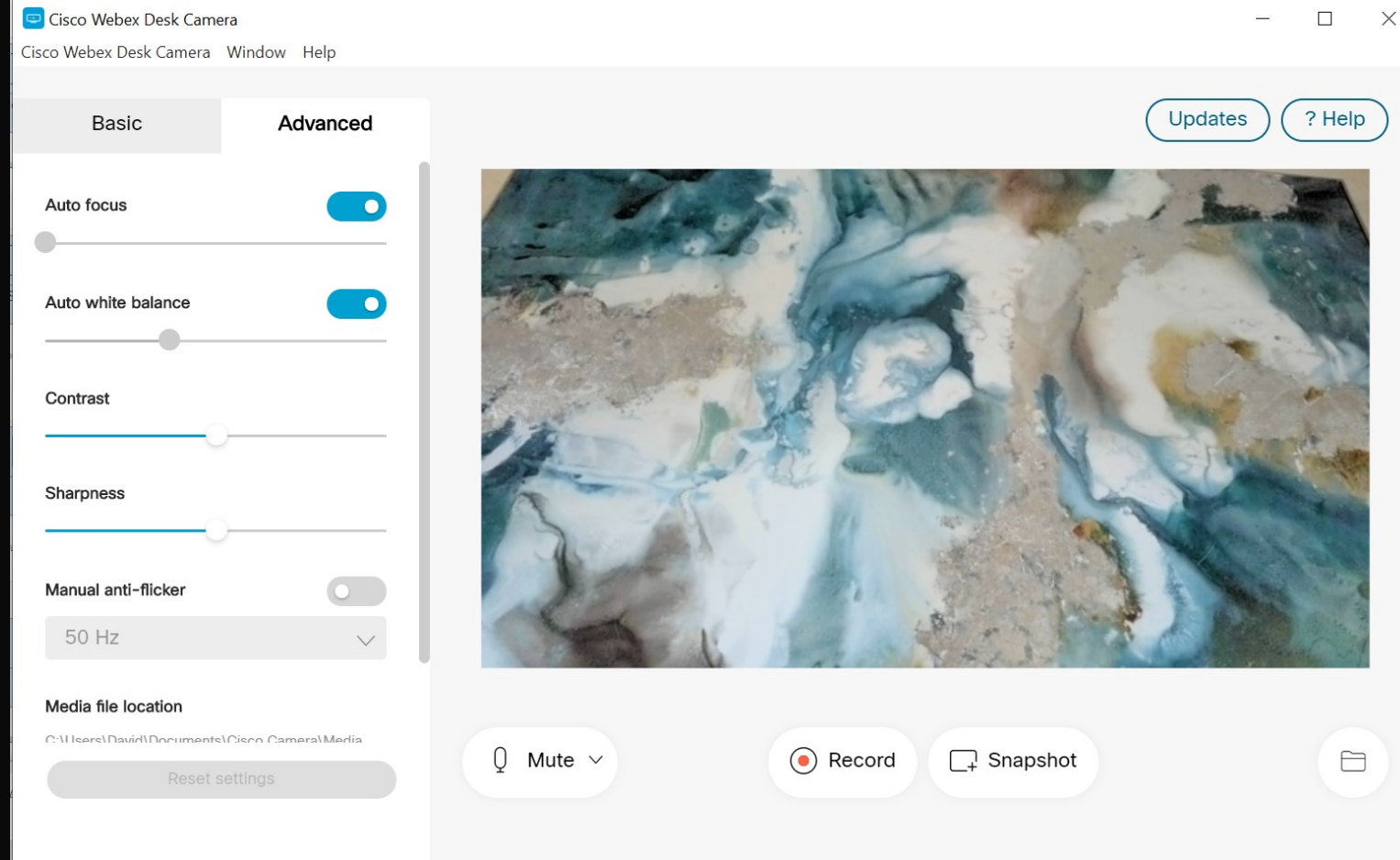
 David Scott dscott2@tmedemo.com	
Devices	Add Device
 Cisco Webex Desk	>
 Cisco Webex DX70	>
 Cisco Webex Desk Pro	>
 Cisco Webex DX70	>
 Cisco 562 Standard Base	>
 Cisco Webex Desk Pro	>
 Cisco 520	>
 Cisco 730	>

Webex Desk Camera

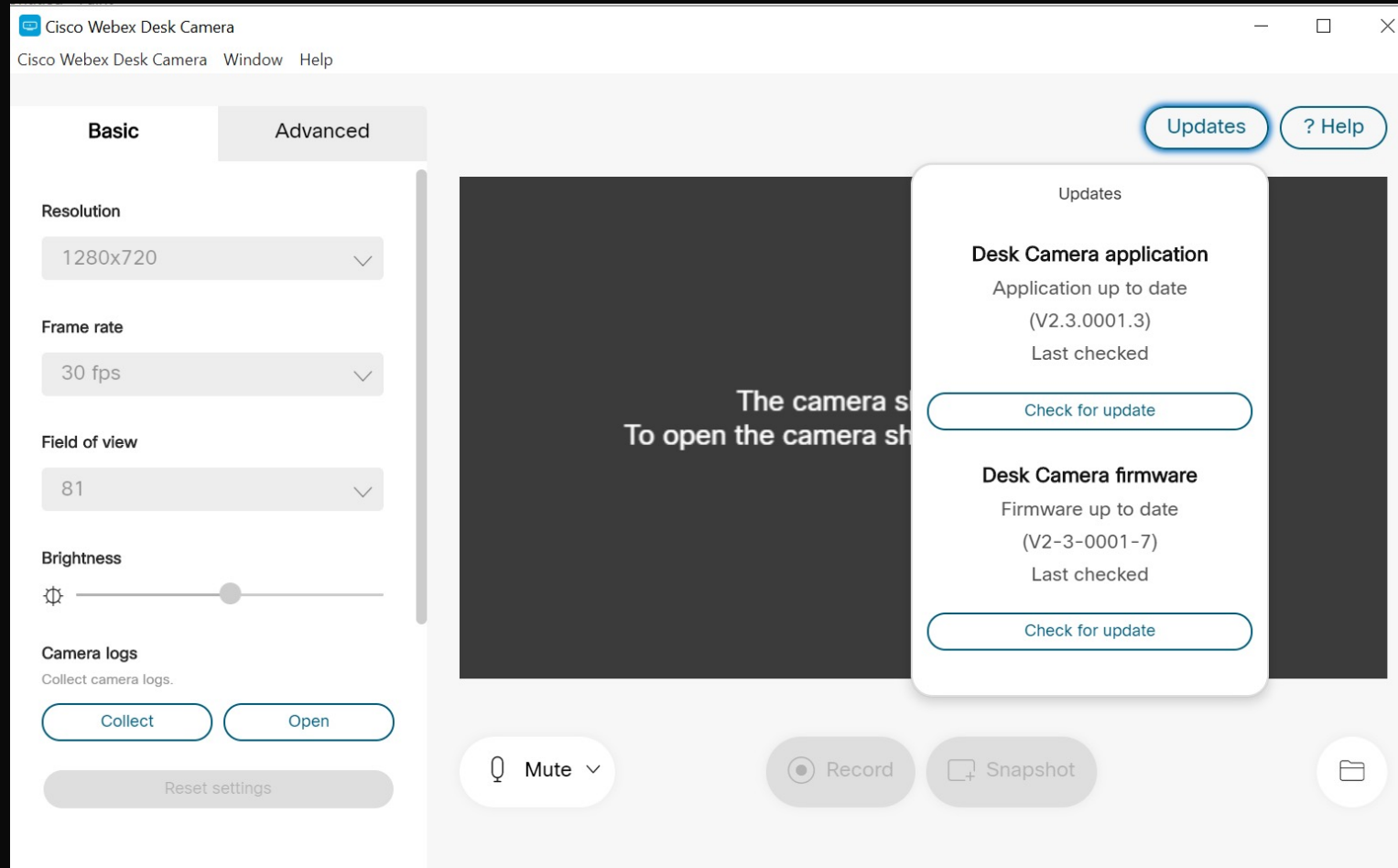
- High quality 4K image sensor
- High accuracy IR sensor
- 2 Omni-directional microphones
- Built-in video privacy shutter
- USB-C 3.0 port
 - Includes USB-C & USB-A cables
- Flexible mounting and placement options
- Narrow clip edge adapts to latest generation monitors/displays
- Camera Control App



Webex Desk Camera App



Webex Desk Camera App



Webex Desk Camera Best Practices

- Alternative way to upgrade a Cisco Headset or Desk Camera:
 - <http://upgrade.cisco.com/accessories>
- Desk Camera Best Practices:
 - <https://help.webex.com/en-us/njype8bb/Webex-Desk-Camera-Best-Practices>
- Desk Camera Troubleshooting:
 - <https://help.webex.com/en-us/nlqcj5cb/Common-Troubleshooting-Scenarios-for-Webex-Desk-Camera>
- Video demo of Webex Desk Camera + Control Hub
 - <http://cs.co/headset-ch>

Introducing the Webex Desk Hub

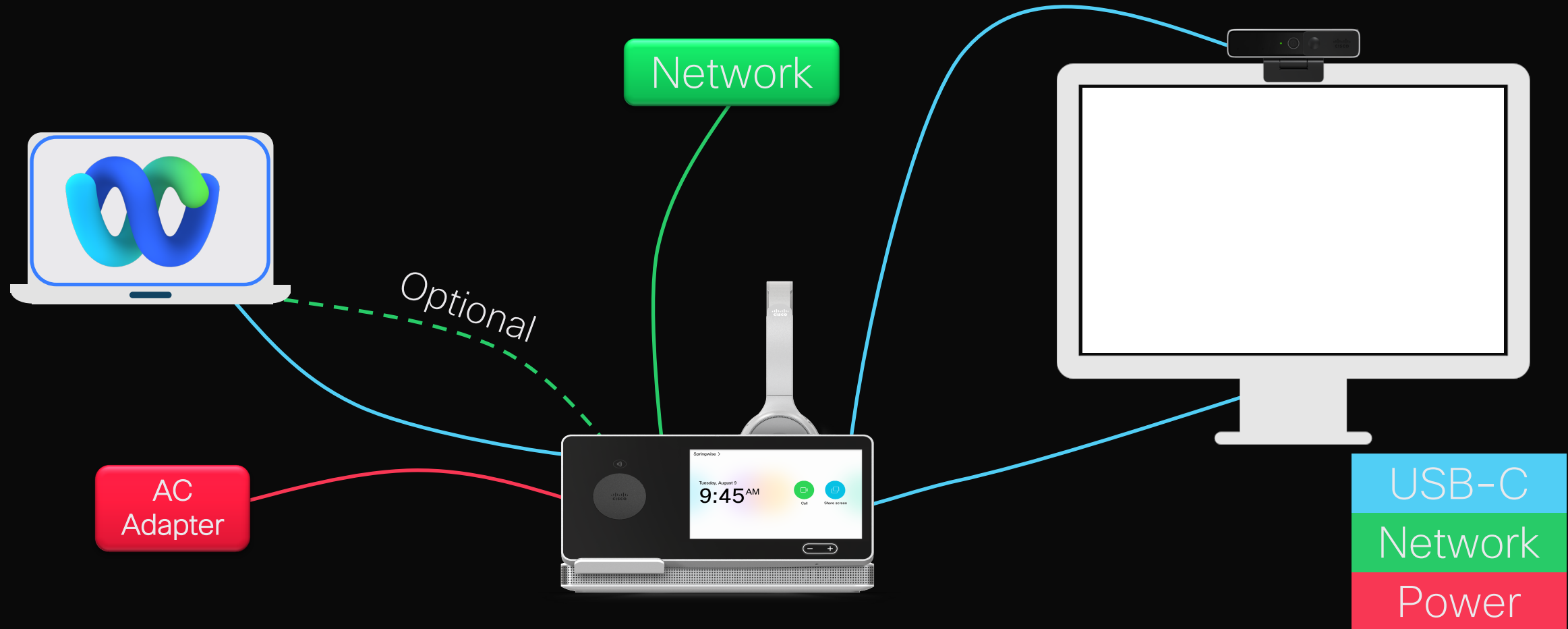


Webex Desk Hub Features

- Hotdesking via smartphone or laptop
- Personal Mode Calendar and OBTP
- USB Camera/Audio Redirect for 3rd party meetings
- Wireless Charging via Qi
- Digital Signage
- Webex Assistant
- Webex Edge for Devices support
- Occupancy analytics and environmental sensors



Webex Desk Hub Cabling



Webex Desk Hub Deployment Options

Home Office	Business Office	
	Private Office or Assigned Space	Open or Shared Office Space
Personal Mode	Personal Mode	Hotdesking Mode



Hotdesking vs Personal Mode vs Shared Mode

Hotdesking

A time-based switch from Shared mode to Personal Mode typically using NFC or USB-C

Personal Mode

Same experience on RoomOS today:

- OBTP
- Calendar sync

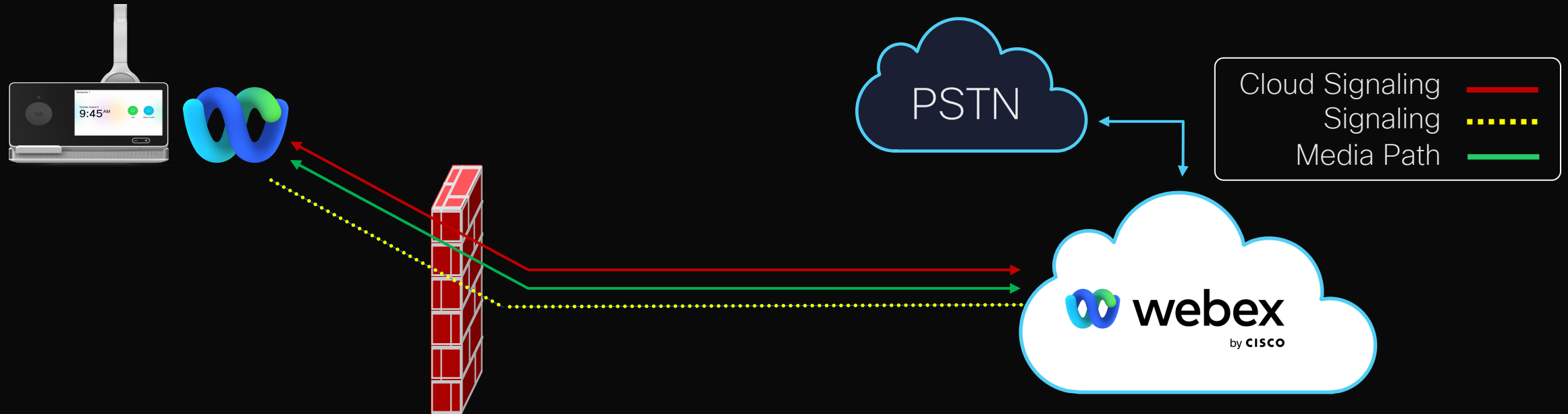
Shared Mode

Same experience on RoomOS today:

- Share and Pair via Ultrasound



Native Cloud Registration + Webex calling



All non-SIP URI traffic (dialed digits) goes to Webex and then can call to PSTN

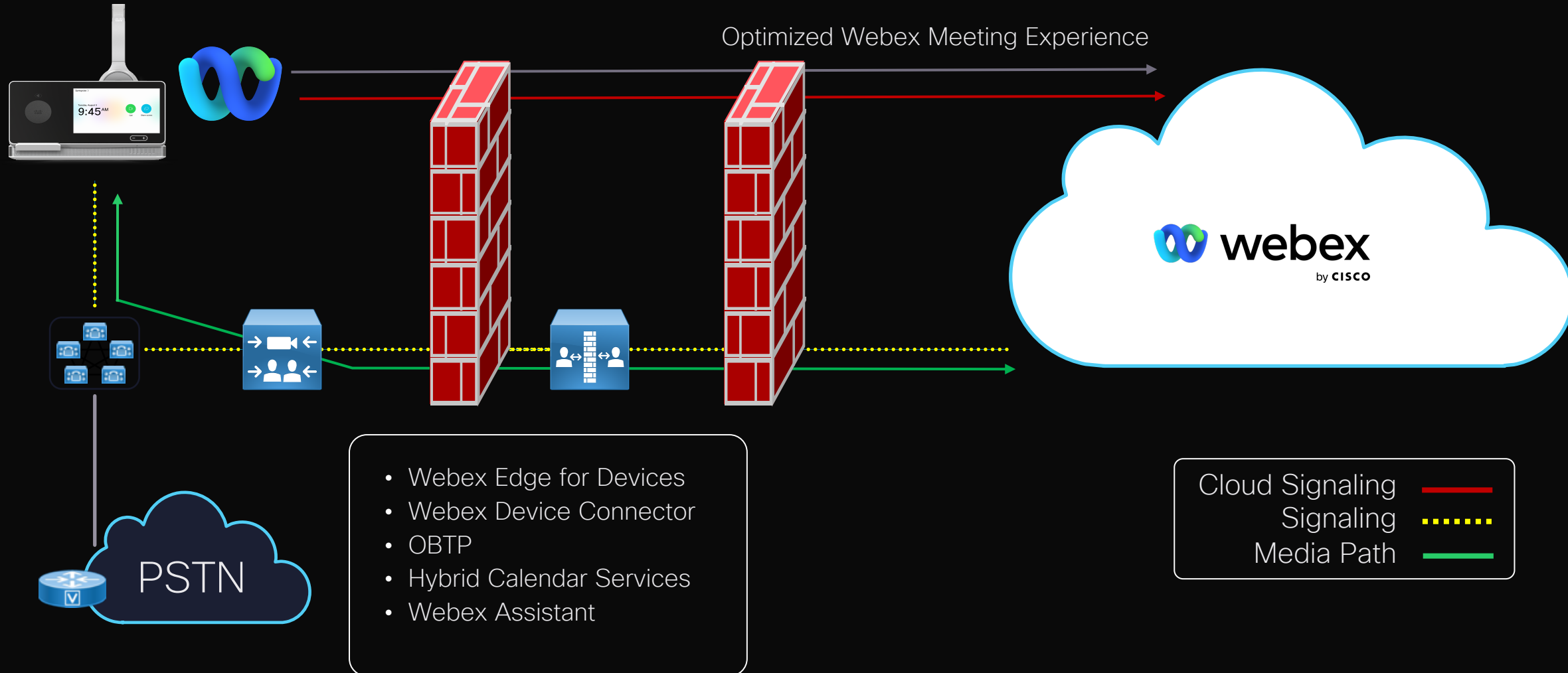


SIP URI traffic routes to Webex



Webex Calling support through control hub is available for PSTN access

Cloud Feature Enablement When using On-Premises Media and Signaling



Cisco Home Office Setups

Cisco Home Office Options

Good



Laptop with Webex



Headsets



Desk Camera

Better



Desk Hub

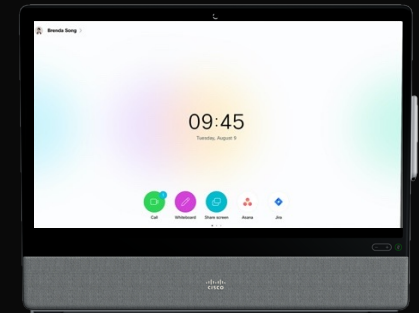


Desk Camera

Best



Desk



Desk Pro

Executive Collaboration

All-in-One, Purpose-Built Collaboration Device

Dedicated Hardware for the Workplace (Home or Office)

Enhanced Audio and Video

Webex experience with Message, Meeting, and Calling

Good, Betterer, Bestest

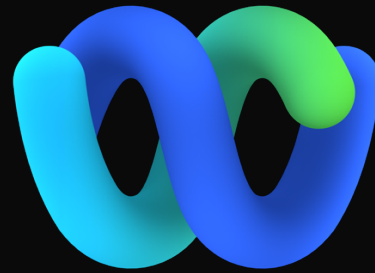
	Required Components	Optional Components
Good	Webex app	Webex Desk Camera Cisco Headset
Better	Webex Desk Hub Webex Desk Camera Monitor	Webex app* Cisco Headset
Best	Webex Desk or Webex Desk LE or Webex Desk Pro	Webex app Cisco Headset

* Webex app required for hotdesking, not for Webex Desk Hub in personal mode

Good

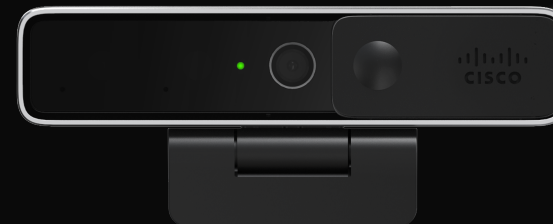
Why

- Lowest barrier to entry
- Works with shared Workspaces
- Add Webex Desk Camera
 - Upgrade video and audio quality
- Add Cisco Headset
 - Premium audio
 - Added privacy
- Portability
 - Webex Desk Camera
 - Headset



Why Not

- Shared screen on call
- Integrated microphone and camera are often low quality
 - Potential for echo and feedback
- Nose cam (low angle camera)
- No control of processing running along side Webex



Better

Why

- Dedicated video device
 - Reduced compute on laptop/PC
- Integrations
 - Desk Camera for high quality video
 - Headset dock for 730
- Better eyeline than laptop
- Laptop and wireless phone charging
- Small footprint
- Up to 4k display (BYO monitor dependent)
- Fully-functional RoomOS device
 - Macros, pairing, APIs, etc...



Why Not

- Requires BYO Monitor
- Without headset, Desk series will offer better audio quality
 - Desk/LE/Pro: Beamforming mics
- Desk series offers best optics for video quality
- Not all-in-one
 - Multiple connections to surrounding devices (power, Desk Cam, monitor, etc...)

Best

Why

- Dedicated, purpose-built collaboration device
 - No accessories/cables required
- Premium optics for the best image possible
- Highest fidelity audio
- Monitor replacement or second monitor
- Frees up host PC for multitasking
- Laptop charging with Desk Pro
- Use webcam, speakers, and mic for 3rd party calls and meeting (MS Teams, etc...)
- Better eyeline than laptop

Why Not

- Footprint might be too large for some desks with existing setup
- Not portable, meant for permanent home office setup



How to Work from Home Without Looking like You are Working from Home

Send Your Best Self

Use wired networking whenever possible

Proper lighting

- Avoid shadows on the face

- Light the room as evenly as possible

- Dark scenes encode with static and blotchiness

- Consider a ring light or any good light behind the device (in front of you)

Appropriate use of Virtual Backgrounds

- Can be funny conversation starters

- Help hide unprofessional scenery

Talk to the camera when possible

Don't Be This Guy



Be More Like This Guy



What to Avoid

Overhead-Only Lighting



Overhead-Only Lighting



Side Lighting Only



Monitor Glow



Monitor Glow Will Betray You



Monitor Glow



Better Lighting

Minimal Front Lighting



Minimal Front Lighting



Front Lighting is Important



Front Lighting with a Virtual Background



Well-Lit



Well-Lit with Front Lighting



Putting it All Together



Audio Considerations

Device Audio Settings

- Music Mode
 - Specifically meant for sharing music over Webex
 - Disables audio filtering and processing designed to only send voice
- Noise Removal
 - Deep learning background noise removal
 - Disabled while in Music Mode
- MicrophoneMode (Desk Series Devices)
 - Focused
 - Looks for audio for a single user sitting in front of the device
 - Suppresses background noises
 - Wide
 - No noise suppression
 - Picks up audio from around the room, not just in front of the device
 - Desk device will pick up audio like a Room device



Room Audio Considerations

- Hard surfaces reflect sound cause reverb
 - Hollow, echo-y, tunnel-like audio
 - Audio reaches the microphone multiple times
 - L-shaped rooms or open doors can reduce the reflections
- Soft furnishings can help audio sound more natural and solid
 - Carpeting, rugs, curtains, and acoustic tiles can drastically improve quality
 - Need a temporary fix? Try laying some pillows, towels, or blankets on the floor
- Cisco Headsets
 - Can improve audio quality in a room with bad acoustics or noisy home offices (Specifically, the 730 has a high-quality beamforming mic)

Thank you!

What are you waiting for?
Join the conversation today.

cs.co/WebexCommunity