



Your Phone

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The Webex Room Phone provides a collaborate work experience for huddle spaces and meeting rooms. You can use the phone to make calls, to share information, and to collaborate during meetings. Connect a screen display, and you can collaborate with everyone in the room.

The device has two states—Wake and Half-wake. When the device is idle for two minutes, it enters into the Half-wake state.

You wake the device when you touch the LCD screen, or receive a call or meeting notification.

The phone has one line that handles up to 2 calls. It uses four built-in microphones with 360-degree coverage so people hear you clearly from up to 10 feet (3 m) away.

If you use the Webex Room Phone in a large room, then consider the two wired expansion microphones. These microphones accessories expand your coverage to 20 x 34 feet (6.1 m x 10 m) and up to 22 people. For best results, place the microphones between 3 feet (0.91 m) and 7 feet (2.1 m) away from the phone.



Note We recommend that you connect the phone to a HDMI display screen so you get the full benefits of the device. Only use the included HDMI cables when you connect to an HDMI screen or a laptop. Don't use any other cables or adapters.

Figure 1: Webex Room Phone



New and Changed Information

You can use the information in the following sections to understand what has changed in the document. Each section contains the major changes.

New and Changed Information for Firmware Release 1.2(0)

The following information is new or changed for Firmware Release 1.2(0).

Table 1: New and Changed Information for Firmware Release 1.2(0)

Feature	New and Changed Content	Comment
Join Webex from your home screen	Join a Webex meeting	Allows you to join a Webex meeting with the Join Webex button, if this feature wasn't previously available.
Cable sharing	cswb_b_cisco-webex-room-phone-user_chapter4.pdf#nameddest=unique_7 Collaborate with cable sharing	Supports cable sharing during meetings, if this feature wasn't previously available.

New and Changed Information for Cloud Release 2020-12-04

The following information is new or changed for 2020-12-04 a795c48041.

Table 2: New and Changed Information for 2020-12-04 a795c48041

Feature	New and Changed Content	Comment
Participant list	View the meeting participant information cswb_b_cisco-webex-room-phone-user_chapter5.pdf#nameddest=unique_11 cswb_b_cisco-webex-room-phone-user_chapter2.pdf#nameddest=unique_12	<p>Allows you to view meeting participant information from your phone.</p> <p>This feature is only available if your administrator configures it.</p>
Cisco Webex Video Integration for Microsoft Teams	Webex video integration for Microsoft Teams	<p>Allows you to join a Microsoft Teams meeting from your phone.</p> <p>This feature is only available if your administrator configures it.</p>
HDMI and CEC support	Standby Mode, on page 7 Put your device to sleep Wake your phone Buttons and hardware, on page 4	<p>Allows you to save energy and to prolong the useful life of your devices.</p> <p>This feature is only available if your administrator configures it.</p>
Firmware upgrade enhancements	Postpone an upgrade, on page 10 Upgrade your phone firmware, on page 10	<p>You can postpone or start a firmware upgrade from the phone.</p> <p>This feature is only available if your administrator configures it.</p>
Lock settings	cswb_b_cisco-webex-room-phone-user_chapter6.pdf#nameddest=unique_20	Allows an administrator to lock specific phone settings.
Shared mode and Personal mode	Phone modes, on page 7	Allows you to use your phone either as a shared device or as your personal desk phone.
Set Up Your Phone as a Personal Device	Set up your device in Personal mode, on page 8	Allows you to generate an activate code for Personal mode.

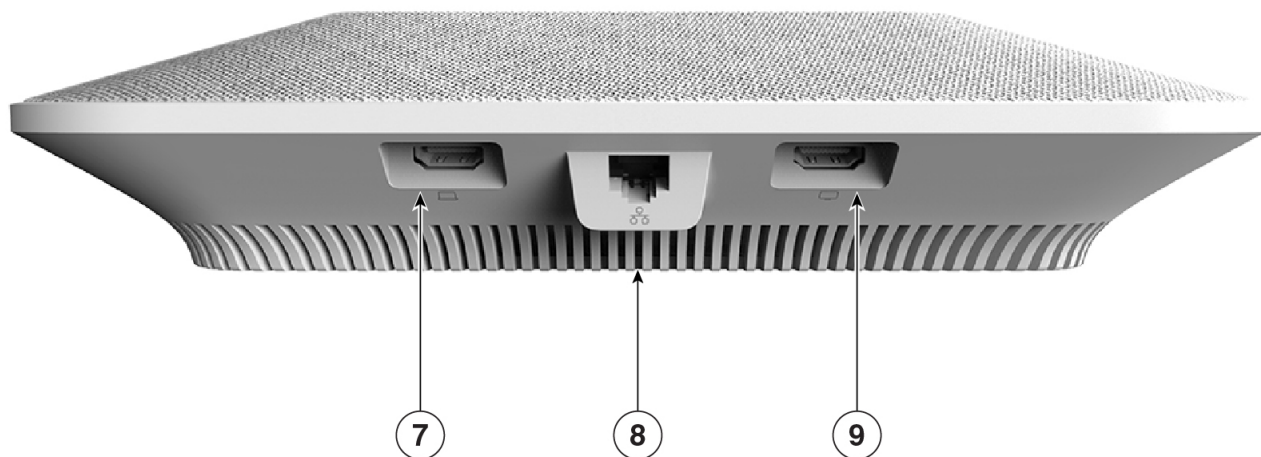
Buttons and hardware

The Webex Room Phone has several buttons and hardware features that allow you access to the phone features. Use the following figures to identify the phone buttons and hardware items.

Figure 2: Webex Room Phone top view









Figure 3: Webex Room Phone rear view



The following table describes the hardware features on the Webex Room Phone.

Table 3: Webex Room Phone buttons and hardware

Hardware feature	Purpose
1. LED bar	Indicates call states: <ul style="list-style-type: none"> • Green, solid—Active call • Green, flashing—Incoming call • Green, pulsing—Held call • Red, solid—Muted call
2. Expansion microphone port	The wired expansion microphone cable plugs into the port.
3. Mute	 Toggles the microphone on or off. When you mute the microphone, the LED bar lights red. If you mute your phone, then the wired expansion microphones also mute.
4. Volume	 Adjusts the speakerphone volume and silence an incoming call.
5. Home screen	Displays the Call  , Share  , Meetings  , and Join Webex  icons. You only see the configured features.
6. Standby LED	Indicates when the device is in Standby mode.
7. HDMI-in port	Connects your phone to your computer.
8. LAN port	Connects your phone to your network.
9. HDMI-out port	Connects your phone to your external HDMI screen.

Home screen icons

The Webex Room Phone home screen allows you easy access to your features.

Features availability is based on how your phone connects to the network. If you don't see an icon on your home screen, then the feature isn't available to you.






Use the following figures to identify the home screen icons.

Figure 4: Webex Room Phone home screen



The following table describes the home screen features.

Table 4: Webex Room Phone home screen icons

Icon	Purpose
1. Share 	Tap Share to share information on an HDMI display screen. Choose from one of the following options: <ul style="list-style-type: none"> • Share through Webex—Share content from Webex to your screen display. • Guest Share—Share information without a Webex account. • Cable Share—Share information with an HDMI cable.
2. Meetings 	Tap Meetings to view a list of scheduled Webex meetings or to join a meeting from your calendar.
3. Top-left corner of the phone screen.	Tap the top-left corner of the phone screen to adjust the screen brightness, or to access the phone settings menu. Your phone status also displays here. A red dot  indicates that the phone isn't working and it requires an administrator's attention.
4. Call 	Tap Call to place a call, view a list of recent calls.
5. Join Webex 	Tap Join Webex to join a Webex meeting.

Standby Mode

When you haven't used your phone for several minutes, it enters into Standby mode to save energy and to prolong the device life. Both the device and your HDMI display screen enter into this mode.

This feature is only available if your administrator configures it.

There are three stages to Standby mode:

- **Idle**—Both the phone and the display screen are awake, but not in use.
- **Half Awake**—If Digital Signage is enabled, then you see your company's advertisements or notifications on your display screen. Otherwise, you see a prompt to tap your phone screen or start an activity.
- **Sleep**—Both the phone and the display screen are dark. The Standby LED glows white.

Depending upon your phone configuration, it goes into Standby mode if one of the following conditions occurs:

- No incoming calls for two minutes, or the LCD touchscreen isn't tapped for two minutes
- No scheduled meetings in the next 30 minutes
- No paired devices

For Cisco Unified Communications Manager (Unified CM) Calling with Control Hub and Webex Calling with Control Hub, administrators configure this feature from Control Hub with the **Standby** parameter.

But for Cisco Unified Communications Manager (Unified CM) Calling this feature is included in the phone firmware and doesn't require configuration.

Phone modes

It depends upon how your network is set up, but you may be able to use the Webex Room Phone in one of two modes:

- **Shared mode**—For people who share a workspace or huddle room. The name of your workspace displays in the top-left corner of your phone. Your meetings calendar shows the Webex meetings for your workspace.

Shared mode is the default mode and it is available to everyone.

- **Personal mode**—For people who have dedicated work spaces and require a personal work phone. You see your name in the top-left corner of your phone. Your meetings calendar displays your personal Webex meetings.

This feature is only available if your administrator configures it. If Personal mode is available, then you enable it from Webex Settings at <https://settings.webex.com/>.

Set up your device in Personal mode

It depends upon how your network is set up, but you may be able to use your device in Personal mode. In this mode, you get your personal calendar instead of the room calendar for your meetings. You can also collaborate with your coworkers in a personal meeting space.

This feature is only available if your administrator configures it.

Before you begin

Get your Webex Settings sign in credentials.

Procedure

- Step 1** If your device connects to your network, then perform a factory reset on it. Tap the top-left corner of the device screen and navigate **Settings > Factory reset**. Confirm the reset.
- Step 2** Pick one of the following options.
- From Cisco Webex Settings (<https://settings.webex.com/>), create a new device. Select **My Devices > Generate Activation Code**.
 - From the Webex app, click on your avatar. Navigate **Settings > Devices**. Click **Generate Activation Code**.
- Step 3** Go through the setup wizard on your device. When you come to **Choose a call service**, select **Cisco Webex** and enter your activation code.

After the setup, your device displays on Webex Settings under **My Devices**. From this page, you can change the device name and deactivate it.

Connect your display screen

Connect an HDMI display screen to your Webex Desk Hub and get the full benefits of Webex video experience. Video doesn't display on the Desk Hub itself.

Audio is not sent to the external display. Instead it is sent to the Webex Desk Hub speakers.

Before you begin

Locate the USB-C to HDMI cable that came with your Desk Hub. It has a red mark on it.

Procedure

- Step 1** Connect the USB-C connection to the **Screen** port on your Webex Desk Hub. This port is on the back of the device and it is marked with a red line.

- Step 2** Connect the HDMI connector to the HDMI port on your display screen.
-

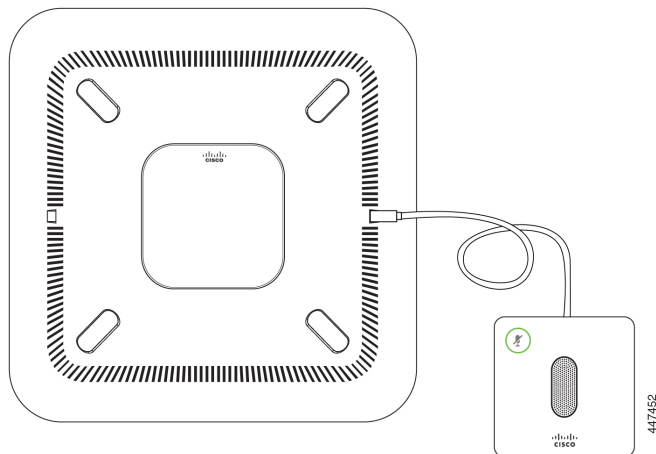
Install the Wired Expansion Microphones

The phone supports an optional kit with two wired expansion microphones. You can extend the microphones up to 7 feet (2.13m) from the phone. For best results, place the microphones between 3 feet (0.91 m) and 7 feet (2.1 m) away from the phone.

Procedure

- Step 1** Plug the end of the microphone cable into the port on the side of the phone.
- Step 2** Extend the microphone cable to the desired position.
- The following figure shows installation of a wired expansion microphone.

Figure 5: Wired Expansion Microphone Installation



Pair your phone to Webex App

To get the most out of your phone, use it with Webex app. Once you connect, you can collaborate with your coworkers by sharing ideas and having meetings.

For more information, see "Webex App Automatically Connects with Room and Desk Devices" (<https://help.webex.com/en-us/nliifbo/Webex-Teams-App-Automatically-Connects-with-Room-and-Desk-Devices>) or "Use the Webex Meetings Desktop App" (<https://help.webex.com/en-us/nqx2ohdb/Use-the-Cisco-Webex-Meetings-Desktop-App>).

Upgrade your phone firmware

If you want to install the current firmware release then upgrade the phone from **About this device**. This feature is only available if your administrator configures it.

You can also view your current firmware version and other firmware-related information from this menu.

Procedure

- Step 1** Tap the top-left corner of the phone screen.
 - Step 2** Navigate **Settings > About this device**.
 - Step 3** Scroll down and tap **Upgrade now**.
-

Postpone an upgrade

Your device upgrades to new firmware as new features become available. This upgrade happens when you activate the device for the first time, or when an upgrade is available and the device is idle.

When it is time for your device to upgrade, you see an upgrade notification on your device, and a timer begins. If you do nothing, then the upgrade proceeds. But if you are busy, then you can postpone the upgrade for 6 hours.

You cannot postpone critical upgrades.

This feature is only available if your administrator configures it.

Procedure

Tap **Postpone** to delay the upgrade.

Feature Support

This document describes all the features that the device supports. However, not all features may be supported with your current configuration. For information on supported features, contact your administrator.

Additional Help and Information

If you have questions about the functions available on your phone, contact your administrator.

The Cisco website (<https://www.cisco.com>) contains more information about the phones and call control systems.

Cisco One-Year Limited Hardware Warranty Terms

Special terms apply to your hardware warranty and services that you can use during the warranty period.

Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available at: [Product Warranties](#).

