Cisco CS-DESKPRO-K9

Cisco Webex Desk Pro (CS-DESKPRO-K9) User Manual

27-inch Video Conference System

1. INTRODUCTION

The Cisco Webex Desk Pro is an all-in-one collaboration device designed for video conferencing, content creation, and productivity. It features a 27-inch 4K multitouch display, an integrated HD camera, and an advanced microphone array for clear audio. This manual provides instructions for setting up, operating, and maintaining your Webex Desk Pro system.

Figure 1.1: Angled view of the Cisco Webex Desk Pro, showcasing its sleek design and integrated speaker fabric.

Key Features:

- **27-inch 4K Multitouch Display:** Provides a high-resolution interactive surface for video calls and content.
- **Integrated HD Camera:** Captures clear video for conferencing.
- **Superior Sound System:** Delivers high-quality audio output.
- **Advanced Noise-Cancelling Microphone Array:** Ensures clear voice pickup by minimizing background noise.
- **Cognitive Collaboration:** AI-powered features enhance the meeting experience.
- **Digital Whiteboarding:** Allows for co-creation using a dedicated stylus or finger.
- **USB-C Connectivity:** Functions as a docking station and external display for laptops.

2. SETUP

Follow these steps to set up your Cisco Webex Desk Pro system.

2.1 Unpacking

1. Carefully remove the Webex Desk Pro from its packaging.
2. Ensure all components are present: Webex Desk Pro unit, power adapter, power cable, and any included accessories (e.g., stylus).

2.2 Connecting Power

1. Connect the power adapter to the power input port on the back of the Webex Desk Pro.
2. Plug the power cable into the power adapter and then into a suitable electrical outlet.

2.3 Network Connection

The Webex Desk Pro requires an internet connection for full functionality.

- **Wired Connection:** Connect an Ethernet cable from your network router or switch to the Ethernet port on the Webex Desk Pro.
- **Wireless Connection:** Upon initial power-on, you will be prompted to configure Wi-Fi settings through the on-screen interface.

2.4 Connecting Peripherals (Optional)

You can connect a laptop to the Webex Desk Pro using a USB-C cable to use it as an external display and docking station.

- Connect a USB-C cable from your laptop to the USB-C port on the Webex Desk Pro. This connection can provide video, audio, and data transfer.

2.5 Initial Power-On

Once power and network are connected, the device should power on automatically or can be powered on using the power button (if available).

- Follow the on-screen prompts to complete the initial setup, which may include language selection, network configuration, and Webex account login.

Figure 2.1: Front view of the Cisco Webex Desk Pro, showing the 27-inch display, camera, and speaker grille.

3. OPERATING INSTRUCTIONS

The Webex Desk Pro is optimized for Webex Meetings. A Webex device subscription is required for full functionality and must be purchased separately.

3.1 Videoconferencing

The device seamlessly integrates with Webex for video calls. It can also be used with other video-conferencing solutions by connecting to your laptop via USB-C.

- Initiate or join Webex meetings directly from the device's interface.
- Utilize the integrated camera and microphone for clear communication.

3.2 Digital Whiteboarding

The multitouch screen supports interactive whiteboarding, allowing for collaborative content creation.

- Use the dedicated stylus or your finger to draw, write, and annotate on the screen.
- Content created on the whiteboard is automatically saved to a Webex Teams virtual space for easy access and sharing.

Figure 3.1: A user interacting with the Webex Desk Pro screen using a stylus, demonstrating the digital whiteboarding feature during a collaborative session.

3.3 Using as a Laptop Display and Docking Station

Connect your laptop via USB-C to extend your workspace and utilize the Desk Pro's display and peripherals.

- The Webex Desk Pro acts as a primary monitor with touch-redirect capabilities.
- It can also function as a docking station, providing power and connectivity for your laptop through the single USB-C cable.

3.4 Cognitive Collaboration Features

AI-powered features are integrated to provide a streamlined meeting experience and contextual insights.

- Features like Webex Assistant and facial recognition contribute to a frictionless collaboration environment.

Videoconferencing:
Seamlessly integrates with Webex or can be used with any video-conferencing solutions by connecting to your laptop.

Productivity champion:
With a USB-C connection, the Webex Desk Pro becomes your docking station and primary monitor with touch-redirect capabilities.

Digital whiteboarding:
Co-create at your desk with a dedicated stylus where content is automatically saved in the Webex app.

Cognitive collaboration:
Bringing the power of AI to collaboration with advanced features like Webex Assistant and facial recognition.

Figure 3.2: An overview of the Cisco Webex Desk Pro's core functionalities, including videoconferencing, productivity features, digital whiteboarding, and cognitive collaboration capabilities.

4. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Webex Desk Pro.

4.1 Cleaning the Device

- **Screen:** Use a soft, lint-free cloth slightly dampened with water or a screen-cleaning solution. Avoid harsh chemicals or abrasive materials.
- **Body:** Wipe the exterior surfaces with a soft, dry cloth. Do not allow liquids to enter openings.
- Ensure the device is powered off and unplugged before cleaning.

4.2 Software Updates

Regular software updates are crucial for security, performance, and new features.

- The Webex Desk Pro typically receives automatic software updates when connected to the internet.
- Check the device settings for manual update options or to verify update status.

4.3 Environmental Considerations

- Operate the device within recommended temperature and humidity ranges.
- Avoid exposing the device to direct sunlight, excessive heat, or moisture.
- Ensure adequate ventilation around the device.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your Webex Desk Pro.

5.1 No Power

- Verify that the power cable is securely connected to the device and the electrical outlet.
- Check if the electrical outlet is functional by plugging in another device.
- Ensure the power adapter is correctly connected.

5.2 No Display

- Confirm the device is powered on.
- If using as a laptop display, ensure the USB-C cable is properly connected and the laptop's display settings are configured to extend or duplicate the display.
- Try restarting the device.

5.3 Audio Problems

- Check the volume settings on the device and within any active applications (e.g., Webex Meetings).
- Ensure the microphone is not muted.
- Verify that the correct audio input/output devices are selected in the system settings.

5.4 Network Connectivity Issues

- For wired connections, ensure the Ethernet cable is securely connected to both the device and the router/switch. Check router status.
- For wireless connections, verify the Wi-Fi network is available and you have entered the correct password. Try reconnecting to the network.
- Restart your router/modem if other devices are also experiencing network issues.

6. SPECIFICATIONS

Detailed technical specifications for the Cisco Webex Desk Pro (CS-DESKPRO-K9).

Feature	Specification
Brand Name	Cisco
Item Model Number	CS-DESKPRO-K9
Item Weight	42.8 pounds
Product Dimensions	30.7 x 30.7 x 8.6 inches
Color Name	Black
Special Features	Low Light Camera Performance
Screen Size	27 Inches
Resolution	4K UHD 2160p

Aspect Ratio	16:9
Screen Surface Description	Glossy

7. WARRANTY AND SUPPORT

7.1 Amazon Renewed Guarantee

This product is part of the Amazon Renewed program. Renewed products are eligible for replacement or refund under the Amazon Renewed Guarantee if you are not satisfied with your purchase. Please refer to the Amazon Renewed Guarantee terms and conditions for full details regarding return policy and coverage.

7.2 Technical Support

For technical assistance, software-related inquiries, or advanced troubleshooting beyond this manual, please refer to the official Cisco support resources or contact your Webex service provider. Ensure you have your device's model number (CS-DESKPRO-K9) and serial number available when seeking support.

Cisco Webex Desk Pro User Manual - CS-DESKPRO-K9

Related Documents - CS-DESKPRO-K9

[Cisco Desk Phone 9800 Series Wireless LAN Deployment Guide](#)
Comprehensive guide for network administrators on deploying Cisco Desk Phone 9800 Series devices on wireless LANs, covering configuration, optimization, and best practices for Cisco wireless infrastructure.

[Cisco Webex Desk Installation Guide - Setup and Configuration](#)
Comprehensive installation guide for the Cisco Webex Desk, covering setup, dimensions, components, connections, and device features. Learn how to install and configure your Cisco Webex Desk for optimal video conferencing.

[Cisco Webex Room Kit Plus PTZ 4K Integrator Bundle Datasheet](#)
Comprehensive datasheet detailing the Cisco Webex Room Kit Plus PTZ 4K Integrator Bundle, covering its advanced features, technical specifications, product overview, sustainability information, and ordering details for enhanced video collaboration.

	[Cisco Headset 500 Series Troubleshooting and Maintenance Guide](#) Troubleshoot and maintain your Cisco Headset 500 Series, 520 Series, 530 Series, and 560 Series with this comprehensive guide. Covers audio issues, connectivity problems, firmware updates, and hardware care.
	[Cisco Webex Desk Installation Guide](#) This document provides a comprehensive installation guide for the Cisco Webex Desk, covering setup, component identification, and connection procedures. It includes multilingual instructions and technical specifications.
	[Cisco Collaboration Device Safety, Compliance, and Printing Instructions](#) Comprehensive safety, regulatory compliance (FCC, IC, EU), and printing instructions for Cisco Collaboration Devices, including hazardous substance information and intended use.