



Your adoption manual 2 of 3:

Cisco Devices for Microsoft Teams Rooms

Launch your Cisco collaboration devices

Where are you in your journey?

Before you start, let's make sure you're in the right place. There are three stages to the adoption journey—plan, launch, and grow. Our adoption experts have developed a manual for each stage, complete with guided instructions, expert tips, checklists, and more

Choose your stage:

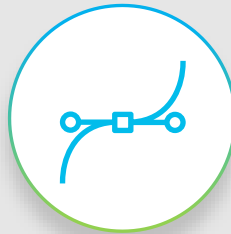


Plan

Onboard and implement

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

[Continue to plan >](#)



Launch

Use, engage, adopt

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

[Let's keep going >](#)



Grow

Optimize, expand, champion

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

[Continue to grow >](#)

The launch manual

Congratulations! You've successfully configured your Cisco Devices for Microsoft Teams Rooms.
Click on a slide to jump to your desired section of the launch manual.



01

Our guided
approach

02

Launch your
devices

03

Share your
success

04

Milestones
and tips

05

Resources



Your Progress



01

Our **guided** approach

Your adoption journey, plan your next steps

Plan

Onboard and implement

In this phase, we help define your business outcomes and prepare you for dynamic hybrid work using Cisco Devices for Microsoft Teams Rooms.

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

Launch

Use, engage, adopt

At this stage, we empower administrators and facility managers to use Control Hub fully and ensure users can easily schedule, join, share, and explore the many capabilities of Microsoft Teams Rooms for Cisco Devices in a hybrid work environment.

- [Use all functionalities in Control Hub to initiate deployment](#)
- [Get your end users started](#)
- [Drive awareness through a mix of strategies and ideas](#)
- [Recognize and reward champions](#)
- [Track and share your success with your leadership](#)

Coming soon

Grow

Optimize, expand, champion

During the growth phase, it's essential to ensure that your users are optimizing and expanding the utilization of all capabilities offered by Cisco Devices and the newly designed workspaces tailored to their needs to maximize the return on your investment.

In this stage, you'll learn how to stay current with the latest releases, expand and integrate more devices and solutions into business processes, and use workspace analytics and user preferences shown in Control Hub to plan your next spaces.

The fundamentals of launch

From our experience, applying our recommendations when introducing new technology can exponentially increase the adoption rate of organizations of any size within the first 60-90 days after deployment. Now that you've completed the [implementation](#) let's guide your users on how to start using Cisco Devices for Microsoft Teams Rooms. In this phase, we'll walk you through our three stages of launch:



Use

All users have learned how to start using Cisco Devices for Microsoft Teams Rooms for everyday hybrid meetings, regardless of the meeting platform. They know how to schedule and join meetings and share content.



Engage

Users are becoming more independent in holding their meetings with Cisco Devices for Microsoft Teams Rooms. They see the value and are discovering more features like camera modes, whiteboarding, and reactions to enhance their meetings. They're also sharing feedback to improve their experience.



Adopt

Core users have fully integrated Cisco Devices for Microsoft Teams Rooms and are committed to maximizing the benefits. They trust the solution and are now creating optimal visual setups for both in-room and remote meeting attendees while expanding their collaboration knowledge.

01

Launch your devices

Share your success

Milestones and tips

Resources

Your Progress



Preview of what's ahead

Use this checklist to get a preview of the important steps we'll walk you through for planning to deploy your Cisco Devices for Microsoft Teams Rooms.

- ☐ Determine the best basic experience (schedule, join, share) for your users.
- ☐ Prepare for rollout by reviewing and gathering all the resources you need for both you and your users.
- ☐ Execute your communication and education plan.
- ☐ Host an event to energize and excite users; involve leadership to clearly communicate the purpose behind the solution.
- ☐ Identify champions among early adopters and involve them in promoting increased use and collaboration with the new devices.
- ☐ Survey users and gauge satisfaction; make improvements where necessary.
- ☐ Analyze usage in Control Hub to identify the most frequently used spaces and the overall device engagement across your organization.
- ☐ Introduce additional features to meet and expand on initial use cases.

01





Your Progress



02

Launch your devices



What you need to succeed

Implement these foundational strategies that have proven effective in successfully launching Cisco Devices for Microsoft Teams Rooms.

Get the basics right.

Choose the best essential experience ([schedule, join, share](#)) that works for your organization and users, ensuring consistency across all meeting rooms. Keep it as simple as possible.

Guide users to the right meeting space.

In [the plan stage](#) (page 21), you thoughtfully designed [intentional workspaces](#). Encourage users to [choose the right room](#) for their next meeting by considering participant numbers, content, and available technology.

Make it feel natural.

Ensure both sides are optimized for effective communication, including eye contact, reactions, and high-quality audio and video.

Be able to trust that it always works.

Verify that proactive measures are in place to ensure the technology is operational and performing effectively.

Hands-on training.

Companies achieve the highest success rates when they offer hands-on training to users during the launch phase.

Guidelines are available for everyone.

Establish and distribute user guidelines that are useful for all team members.



Prepare for rollout: Essential resources and strategies

Before diving into the [rollout strategies](#), review the available resources for both administrators and users. Our goal is to ensure everyone understands how these devices can enhance daily tasks and improve collaboration and meetings in a hybrid environment.

Quickly jump to the specific areas you need more information on or [follow the sequence](#) we've designed.



For administrators and facility managers

Seamless meeting room management

Elevate your IT operation

Keep up with the latest releases



For your users

Master hybrid meetings from the start

Level up your hybrid meetings

Choose the right room

Seamless **meeting room** management

Control Hub is your central platform for device management, analytics, and integrations, enhancing the employee experience. It enables scalable deployments, remote device management, troubleshooting, and onsite and remote work support, ensuring continuity and productivity across all your environments.



Workspaces

Manage workspaces in Control Hub

[Workspaces in Control Hub](#) represent physical areas, such as meeting rooms or huddle spaces. They offer comprehensive insight into physical spaces and device usage. For each workspace, you can view usage analytics, devices associated with it, online status, and more.



Using third-party equipment? Use [this article](#) to learn more about how peripheral displays, cameras, microphones, and touch panels appear and are managed in Control Hub.



Devices

Manage and support device deployment

Control Hub enables scalable and efficient deployments. It provides [comprehensive device management](#), including real-time alerts, configuration access, status monitoring, detailed environmental data history, and workspace overviews. Additionally, you can remotely access and interact with your meeting room UI directly from Control Hub.

Gather and share

All your configuration is done! Next, use the resources on the following two pages to ensure your users are comfortable with basic features like [schedule, join, and share](#). Then, empower them to utilize the full range of features for even [better on-site and hybrid meetings](#).

Master **hybrid** meetings from day one

Confidence in using new technology makes all the difference. Start by familiarizing yourself with how to join scheduled and ad-hoc meetings and sharing content. Being proficient with the basics is essential for your success. Use these resources to explore your options for each main action.



Choose the best method for a simple, consistent experience across all meeting rooms.



[Schedule Microsoft Teams Rooms meetings](#)

You can effortlessly host hybrid meetings with Cisco Devices. Explore the various scheduling options to discover what works best and streamline your scheduling experience.



[Join Microsoft Teams Rooms meetings](#)

Learn how to join both scheduled and ad-hoc meetings on Cisco Devices. This resource outlines the options for Microsoft Teams Rooms meetings. **Tip:** Train your users on scheduling meetings and inviting the meeting room to utilize the simplicity of the join button.



[Join meetings on other platforms](#)

Not all meetings occur on your main platform, so be prepared. Use this resource to learn how to join scheduled and ad-hoc meetings on platforms like Webex and Zoom using your Cisco Devices.



[Share content](#)

Be prepared to share content both in and out of meetings. Learn the different methods available for content sharing, including USB, HDMI, Miracast®, and Microsoft Teams Sharing, for dynamic and engaging presentations.



Want to share this page?
[Download](#) and send to your users.

Level up your hybrid meetings

A clear and optimal viewing experience for all participants is crucial for effective communication, especially in today's hybrid work environment. Use these resources to help create the best visual setup for both in-room and remote attendees.



Optimal meeting room view for remote attendees

Choose the best camera mode for your meeting and device

To effectively communicate, it's key that remote attendees [have the best view of those in the meeting room](#). Your Cisco Device camera can switch between speakers, auto-center, group participants, or be manually adjusted. Select the mode specific to your meeting type.

Further customize your in-meeting experience

Use the right swipe control panel to [tailor your in-meeting experience](#), including self-view options, background selections, standby mode, and volume settings.

Optimal view for in-room attendees

Customize your meeting view in Microsoft Teams

Clearly seeing meeting participants enhances communication and builds trust. Familiarize yourself with [how to customize your meeting view](#) in Microsoft Teams meetings.

Pin a video

Pin a video to keep it in [view and maintain focus](#) on a specific participant or content, regardless of who's speaking.

Spotlight someone's video in Microsoft Teams meetings

Spotlighting a video is like pinning it for everyone in the meeting. Organizers can [highlight up to seven video feeds](#), including their own. It's easy to keep the main speaker visible, enhancing focus and clarity for important announcements or presentations with this feature.

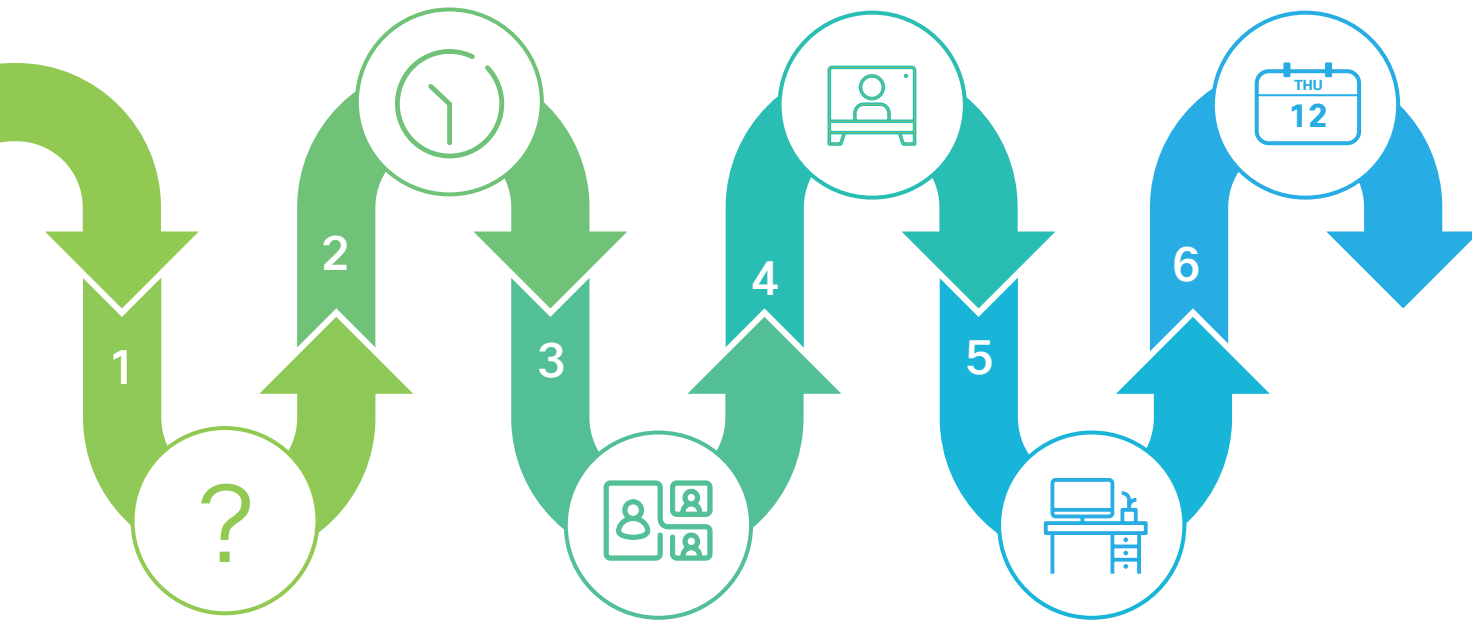
Tip: Collaborate in meetings with [Whiteboard](#) and [live reactions](#) in Microsoft Teams..



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Choose the right room

You now have the technology and workspaces to take your hybrid meetings to the next level. Everyone is seen and heard, and you've mastered scheduling, joining, and sharing. Use this interactive flow for best practices in choosing the best room experience for successful meetings.



Click on each icon to guide you in selecting the right room.



Want to share this page?
[Download](#) and send to your users.

Rollout time!

You've reviewed the [resources for educating users](#) on Cisco Devices for Microsoft Teams Rooms. Next, effectively engage your users and optimize product usage, by keeping things fresh. Use our expert-recommended tips and best practices to spark interest and go beyond basic awareness.

Kickstart your **communication** plan

Effective adoption hinges on effective communication. Without it, your team may not grasp the reasons behind introducing new tools—or the benefits of using them. Collaborate with your communication lead and emphasize these three key aspects:

01

Know your audience

Understand the impact of various questions to develop communications that effectively support your adoption efforts.

Questions to consider:

- Who are the communications going to?
- What is their current working world like?
- What's in it for them?
- How can I capture and serve their interest?
- How will the changes impact them?
- Are there specific use cases that are relevant to them?
- How can I apply to my entire organization and beyond?

02

Communication delivery methods

While email is a common communication channel, it may not always be the most efficient. The average office worker receives 90 emails daily! Utilize alternative communication channels effectively to maximize engagement:

- Enable digital signage to post imagery or videos
- Add blog articles on your intranet
- Put posters around the office
- Create a group chat, space, or channel in Teams or Webex to post news and updates
- Use Vidcast to record training materials and messaging to deliver

03

Prioritize your messaging

Craft clear and concise key messages to sharpen your communication focus.

02

Communications checklist

Fill this out with your team to help stay organized and on track with your lunch communication plan.

Checklist Items	Resources	Owner	Status
We understand the personas and groups in our audience; how they differ in their goals, challenges, modifications, work habits, needs, etc.			
We have defined our key message hierarchy; the core of what we want our audience to understand.			
We have defined our communications launch plan.			
We have planned for communications to the business as a whole.			
We have planned for communications to senior leaders.			
We have planned for communications to Executive or Personal Assistants (EAs/PAs).			
We have planned for communications to the Service Desk staff so that they understand the change and how to support.			
We have planned for communications to local IT staff so that they understand the change and how to support.			
We have planned for communications relevant to our use cases.			
We have planned for communications for our champions' network.			
We have circulated the communications plan to project stakeholders for feedback.			
We have drafted all communications and obtained internal sign-off.			
We have secured a communications launch budget for things like design, printing, video production, shipping, etc.			
We have fully designed and finalized all of our communications assets ready for sending.			
Keep adding your own...			



Coordinate **launch** events

Launch events are essential for generating excitement and user engagement. They introduce the capabilities, benefits, and functionalities of new technologies, facilitate training, address concerns, and gather feedback to ensure seamless integration into daily operations.

Launch event ideas:

Lunch and learn

Lunch and learns are an effective means of discussing adoption with a specific department or line of business. You can use them at any time throughout the adoption journey to kick off a new workspace or increase adoption in a department that might be struggling. They also provide an opportunity to engage groups like the leadership team or personal assistants with a demo and overview.

Live demo

Having a live demo up your sleeve means you're always prepared. Create a script of steps you'll want to show your people and use cases you can cover to really drive the value of adoption home. Simple but impactful live demos can be used in the following ways:

- In a team meeting or department stand-up to give a quick overview
- In response to ad-hoc requests
- As part of a more extensive presentation, have something you can slide in seamlessly

Awareness roadshows

Organizing an awareness roadshow can help you keep your metrics moving in the right direction, capture new use cases, and get a feel for how things are going on each site and within each department. These events can be a combination of drop-in clinics, demos, lunch and learns, and virtual and in-person team meetings. But the difference here is that you're aiming to make as much noise in one location in as little time as possible.

Boost engagement with games

Incorporate games into the user experience to boost engagement. This approach makes learning more enjoyable and demonstrates practical applications in a fun and interactive way.



Prize ideas

Offer a mix of tangible and intangible rewards.

- A half-day off work
- Winning team gets free lunch
- Gift cards from favorite vendors
- Recognition at all-hands meetings
- Promotional material and swag

Game ideas:

Keep it simple

Feedback raffle:

Encourage users to provide feedback on their experience with the new devices and workspaces. Each submission enters them into a raffle for a chance to win a prize.

Poll-based predictions:

Create a poll related to the new devices or workspaces (“Which workspace is used the most?” or “What days/times are the most popular for meetings in the new workspaces?”). After a week, compare the predictions to actual usage data, and reward those whose predictions were closest.

Take it up a notch

Device demo showdown:

Encourage users to explore and demonstrate their favorite features of the new devices. Users can prepare a short demo or tutorial showcasing a cool feature or functionality of a new device. The best or most creative demo wins a prize.

Virtual scavenger hunt:

Provide a list of tasks (“Share content using a new device” or “Change the camera view for your meeting participants”). Users must capture screenshots or describe how they accomplished each task. The first person to complete all tasks wins.



Early wins: **Spotlight success** stories

Compelling stories showcase success best. Highlight an individual or team's challenge and how Cisco Devices solved it, using real success stories, usage analytics, and business outcomes to illustrate achievements.

Who is the hero of the story?

What makes this the most compelling story to tell?

What was the problem or prior state?

How did new devices improve the situation?

What are the concrete metrics?

What can others learn from this story?

Is there a quote you can use to illustrate?

Develop an internal **champion** program

Champions are your early enthusiasts and invaluable critics. Identify them early on to ensure a diverse representation across your organization, encompassing various roles and departments. Your champions shouldn't be limited to those familiar with your new devices or only those who volunteer; they should also include your most vocal critics and those who naturally build connections within the organization.

Characteristics of a champion:



Connector

Amplifies discussions and word-of-mouth, bringing people together and potentially influencing a large audience. This can include senior leadership.



Critic

Offers feedback, ideas, and insights. Critics may not seem like the most obvious choice for a champions network. However, listening to and learning from their concerns can often provide valuable learning opportunities, ultimately strengthening the entire group.



Creator

Answers questions and creates new content. Those who are eager to learn and share their knowledge around the business.

How to leverage your champions:

- Mentor and coach colleagues within their department
- Act as a contact point for feedback and testing
- Lead by example to set the tone
- Serve as an informal communication bridge to the broader organization

Almost done... Let's keep it up!

You've [gathered resources](#), [raised awareness](#), and [executed your communication plan](#). Keep the momentum going with our suggested strategies and advanced admin resources outlined in the final pages of this section.

Strategies for ongoing adoption

Prepare to maintain momentum beyond the initial launch of your new devices using these strategies. They not only enhance initial adoption but also pave the way for long-term success in integrating your new devices and workspaces into daily workflows.

- ☐ Tailor use cases and scenarios for different departments to increase usage.
 - ☐ [Leverage your analytics](#) to see what's working and how you can improve.
 - ☐ Provide a glossary to help users understand key product functionalities.
 - ☐ Create a checklist to guide early users on implementation steps.
 - ☐ [Establish a feedback loop](#) to foster organizational engagement and behavior transformation through continuous improvement.
-  Consider using [Slide](#) to capture feedback in real time, during meetings using your new devices.



Introduction

Our guided approach

Launch your devices

Prepare for rollout

Rollout time

Final steps

Strategies for
ongoing adoption

Elevate your IT operation

Support sustainability

Keep up with latest releases

Establish a feedback loop

02

Share your success

Milestones and tips

Resources

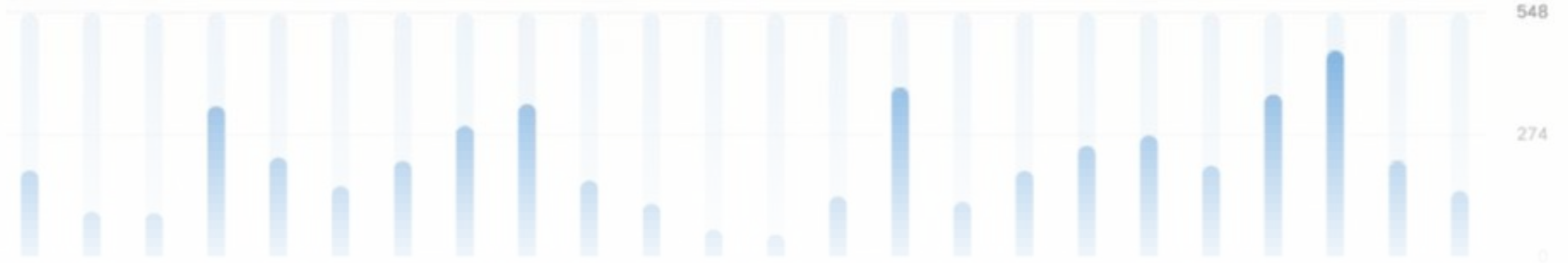
Your Progress

Inventory

Utilization

Workspaces in use ⓘ

Last 24 hours



Elevate your **IT** operation

Ready to take your cloud management a step further? Use these resources to fully maximize Control Hub's capabilities for your Cisco Devices.

Proactively monitor usage and meeting room environment conditions.

Gain [insights into workspace usage](#) to enhance decision-making. Understand usage patterns and environmental conditions to allow for more efficient resource allocation and improved operational effectiveness.

Effectively communicate with your users.

Leverage the [digital signage](#) capability of your Cisco Devices to engage with your users. With Control Hub, you can deploy and manage digital signage from a single platform. [Use a custom URL](#) or app providers to broadcast your key messages throughout your organization.

Customize your in-room experiences.

Deliver exceptional experiences on your Cisco Devices with [customizable integrations and open APIs](#), tailored to your company's unique needs. Design and personalize in-room experiences directly from the cloud.

Support sustainability initiatives

Track energy consumption, estimate greenhouse gas emissions, and gain insights to support sustainability goals. Use historical data from environmental and ultrasound sensors to reduce your environmental footprint and optimize efficiency and costs.



Historical and environmental data

Optimize resource usage.

Make data-driven decisions on workspace utilization for better real estate management and cost savings.

Tip: Use historical data to identify trends and patterns, enabling more effective planning and allocation of workspaces.

Enhance environmental control.

Monitor and maintain optimal environmental conditions, ensuring healthy and productive workspaces.



Sustainability analytics

Monitor energy efficiency.

Assess energy usage metrics for your devices to understand their consumption patterns.

Estimate your carbon footprint.

Evaluate the greenhouse gas emissions (CO2e) associated with energy consumption, helping track environmental impact and support sustainability goals.

Customize carbon emission factors.

Set and adjust carbon emission factors based on organizational preferences or regional standards.

Optimize operations.

Use KPIs like total energy consumption, estimated carbon emissions, and potential energy savings to optimize device usage, reduce costs, and improve sustainability.

Keep up with **latest** releases

Staying up to date with software releases ensures you enjoy the latest features, enhanced security, and improved performance, ensuring optimal functionality and peace of mind. This proactive approach boosts reliability and keeps your systems running smoothly.



RoomOS release notes for Microsoft Teams Rooms

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



RoomOS software upgrades

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



What's new in Control Hub

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



Your Progress



03

Share your success



Assess **performance** and **usage** metrics for your workspaces

In the [plan manual](#), you set clear targets and metrics. Revisit your measurement goals and business drivers, compare them to where you are now, and prepare to report to your stakeholders.

Workspace analytics and usage

While you've been actively monitoring your [workspace and device insights](#) throughout the launch, now is the time to delve into usage analytics and directly compare them with your goals to share successes and plan improvements.

Use [workspace analytics](#) to evaluate data and trends and leverage actionable analytics to optimize the efficiency of your workspaces.

Foster strong relationships with HR and facilities to enhance employee well-being and improve workspace utilization for better resource allocation and data-driven decision-making based on occupancy and environmental insights.

Business performance

Usage analytics reveal how many people are using your Cisco Device-enabled workspaces and how often, but they don't always directly indicate the benefits to your business.

Review the benchmarks you set for business outcomes during the [planning stage](#). For example, assess how Cisco Devices and your new workspaces are fostering more efficient and effective communication, driving innovation. Compare productivity metrics like revenue per employee or gross margin with video usage and engagement scores and explore departmental KPIs linked to these metrics.

Reminder: Provide periodic updates on the impact of Cisco Devices, keeping leadership informed about ongoing success.

Showcase your success

By combining data, real-life examples, and a clear demonstration of ROI, you can effectively convey the value of new collaboration devices to your leadership team.

03



Share up and out.

By communicating your adoption success, you provide a tangible example of what can be achieved. Regularly update your executive sponsors and leadership to showcase the ROI. Provide data on increased productivity, reduced meeting times, and enhanced communication efficiency.



Harness the power of visualization.

Graphs, charts, and dashboards simplify complex data, making it easier to comprehend. Use [visualization tools within Control Hub](#) to show how often, and by how many employees, Cisco Devices are used. Use photos or videos of employees using the devices, showing their impact in action.



Reward and recognize.

Collect and [share positive testimonials](#) from employees about how Cisco Devices have enhanced their work experience. Easily acknowledge the efforts of champions and contributors by recognizing them in a meeting or sending a note to their manager to express appreciation.



Assess and refine.

Discuss how Cisco Devices can support future growth and more significant collaboration needs. Outline a plan for ongoing assessment and upgrades to ensure the technology remains beneficial.



Your Progress



04
Milestones and tips

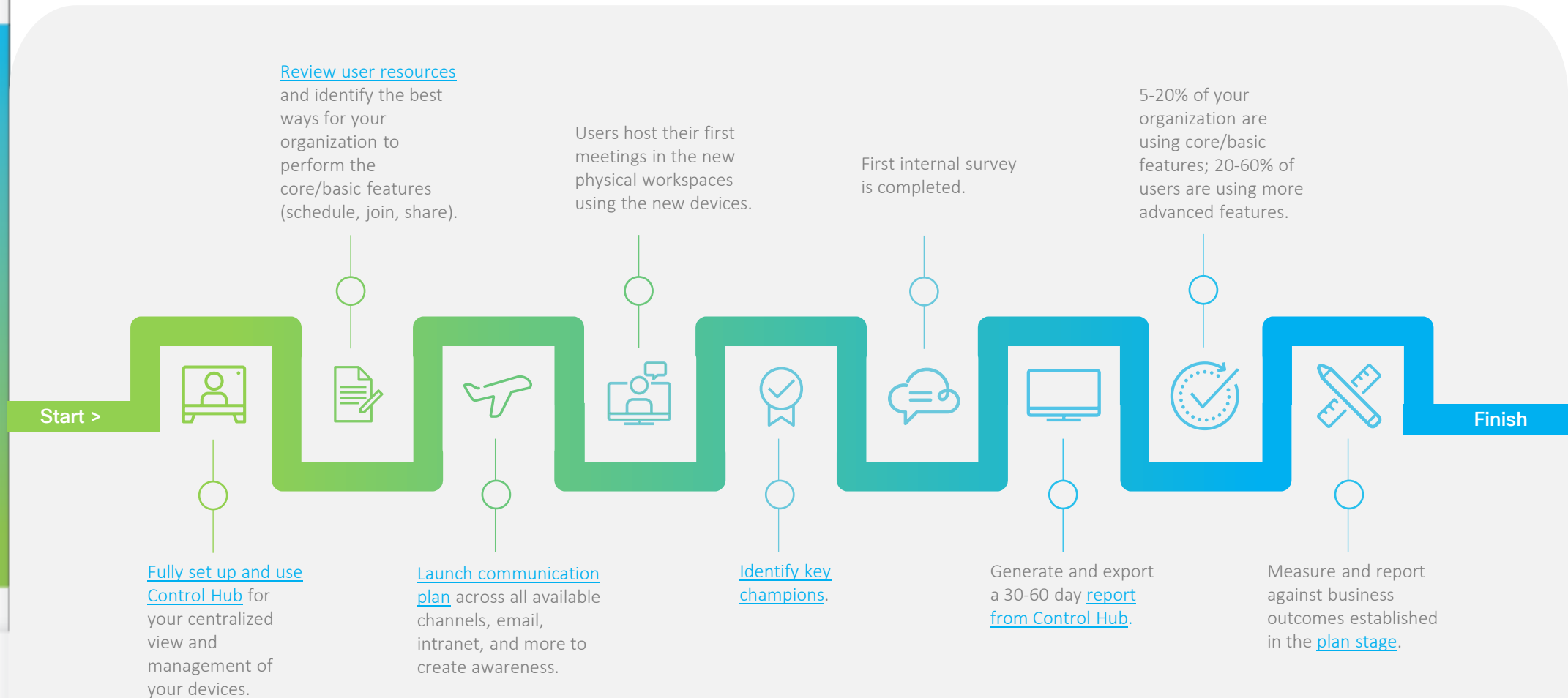
Start >

Resources

Your Progress

Track milestones

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



Tips for overcoming roadblocks

Milestones help you track your adoption goals, but encountering barriers along the way is expected. Use these tips to overcome common hurdles administrators and facility managers face during device rollout.

Resistance to change:

Reassure users by highlighting the benefits of collaborating with Cisco Devices including better engagement, productivity and well being. Target inactive users and slow adopters with tailored campaigns that offer relevant use cases for them.

Reassure users:

Check in with your users to ensure they aren't feeling overwhelmed or confused about using Cisco Devices. Share resources to address any uncertainties, doubts, or frustrations.

Lack of support:

Ensure thorough testing before deployment and have IT support readily available for troubleshooting.

Learning curves:

Prepare yourself and your adoption team (HR, facilities, IT) to be flexible in your training approaches, as users have varying learning curves.





Your Progress



05

Resources



Resources

Alongside the resources provided earlier for [administrators and users](#), we've gathered this list of additional resources.

Overall

- [Adoption resource library](#)
- [Learn more about available Cisco Devices for Microsoft Teams Rooms](#)
- [Release notes for Cisco Devices for Microsoft Teams Rooms](#)
- [Hybrid work with Cisco Devices for Microsoft Teams Rooms](#)

RoomOS with Control Hub registration updates

- [Release notes for RoomOS software](#)
- [What's new in Control Hub](#)

Microsoft Teams updates

- [What's New in Microsoft Teams Devices](#)
- [Release notes for Microsoft Teams Rooms](#)
- [Microsoft 365 Roadmap](#)
- [Microsoft Teams blog](#)

Resources for administrators

Administrators – Device management and support

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

Administrators – In-room experience customizations

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





Resources for end users

Users - Basic experience

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

Users - Advanced features

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



Support along the way

[Open a support ticket](#)

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

[Cisco Community](#)

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

[Cisco RoomOS for collaboration devices](#)

Explore how-to articles and ready troubleshooting tips for administrators and users.

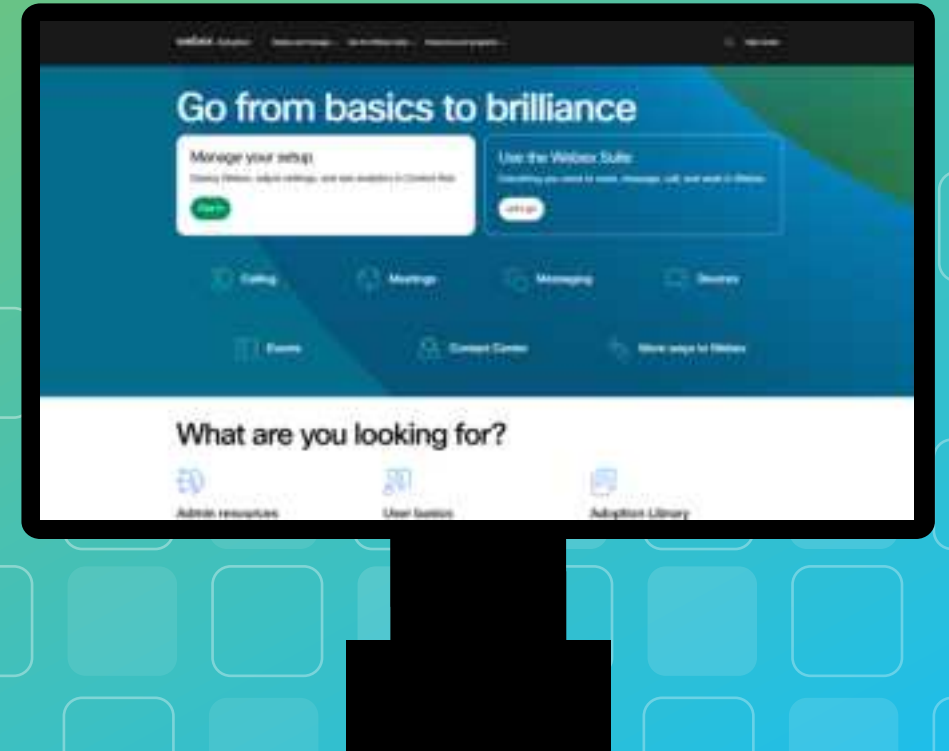
Your single source for successful adoption

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

The adoption experts at Webex set the stage for success in driving and sustaining adoption and optimizing long-term value through our robust help site, dedicated adoption platform, and academy. When users fully embrace the technology, it delivers real business results.

This framework is more than just a process, and our guidebooks are more than just manuals—they're a strategic investment in the success of your product.

[Visit Webex Adoption](#)





Well done!

Take a moment to recognize your achievement in successfully onboarding your new Cisco Devices, empowering users to enhance their meeting experiences, including hybrid meetings. Your dedication to monitoring progress, providing ongoing resources, and facilitating learning opportunities has led you to this milestone.

You've arrived at the final stage of your Adoption journey!
The Grow manual allows users to optimize and expand on the capabilities of their Cisco devices. [Let's Grow!](#)