Webex Desk Series
Wireless LAN Deployment Guide

The Webex Desk Series are industry-first, next-generation IP endpoints purpose-built for an employee's primary place of work, that combines compelling, powerfully integrated, always-on and secure, mission-critical unified communications, collaboration including HD video and cloud-computing experiences, with the interactive ease-of-use, customizable personalization and workflow options that are made available from an enterprise-grade platform.

The Webex Desk Series introduce a new era in employee productivity, spawning new opportunities to collaboration-enable business processes and workflows, to advance business results.
The Webex Desk Series meet the evolving needs of business, across industries and geographies, at the campus or at home, for both today and tomorrow.

This guide provides information and guidance to help the network administrator deploy the Webex Desk Series into a wireless LAN environment.

Revision History

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07/14/21	10.5(1) Release
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Webex Desk Series Overview

The Webex Desk Series are the platforms that provide collaboration within enterprises. It brings together the capabilities of Cisco Unified Communication applications, building upon the solid foundations of Cisco Unified Communications devices, both wired and wireless.

Cisco's implementation of 802.11 permits time sensitive applications such as voice and video to operate efficiently across campus wide wireless LAN (WLAN) deployments. These extensions provide fast roaming capabilities and an almost seamless flow of multimedia traffic, whilst maintaining security as the end user roams between access points.

It should be understood that WLAN uses unlicensed spectrum, and as a result it may experience interference from other devices using the unlicensed spectrum. The proliferation of devices in the 2.4 GHz spectrum, such as Bluetooth headsets, Microwave ovens, cordless consumer phones, means that the 2.4 GHz spectrum may contain more congestion than other spectrums. The 5 GHz spectrum has far fewer devices operating in this spectrum and is the preferred spectrum to operate the Webex Desk Series in order to take advantage of the 802.11a/n/ac data rates available.

Despite the optimizations that Cisco has implemented in the Webex Desk Series, the use of unlicensed spectrum means that uninterrupted communication can not be guaranteed, and there may be the possibility of voice gaps of up to several seconds during conversations. Adherence to these deployment guidelines will reduce the likelihood of these voice gaps being present, but there is always this possibility.

Through the use of unlicensed spectrum, and the inability to guarantee the delivery of messages to a WLAN device, the Webex Desk Series is not intended to be used as a medical device and should not be used to make clinical decisions.

Models

The following Webex Desk Series models are available.

Below outlines the peak antenna gain and frequency ranges / channels supported by each model.

Part Number	Description	Peak Antenna Gain	Frequency Ranges	Available Channels	Channel Set
CS-DESKPRO-K9	Webex Desk Pro	2.4 GHz = 4.13 dBi 5 GHz = 5.95 dBi	2.412 - 2.472 GHz 5.180 - 5.240 GHz 5.260 - 5.320 GHz 5.500 - 5.720 GHz 5.745 - 5.825 GHz	13 4 4 12 5	1-13 36,40,44,48 52,56,60,64 100-144 149,153,157,161,165
CS-DESK-LE-K9	Webex Desk Limited Edition	2.4 GHz = 4.13 dBi 5 GHz = 5.95 dBi	2.412 - 2.472 GHz 5.180 - 5.240 GHz 5.260 - 5.320 GHz 5.500 - 5.720 GHz 5.745 - 5.825 GHz	13 4 4 12 5	1-13 36,40,44,48 52,56,60,64 100-144 149,153,157,161,165
CS-DESK-K9	Webex Desk	2.4 GHz = 3.40 dBi 5 GHz = 6.10 dBi	2.412 - 2.472 GHz 5.180 - 5.240 GHz 5.260 - 5.320 GHz 5.500 - 5.720 GHz 5.745 - 5.825 GHz	13 4 4 12 5	1-13 36,40,44,48 52,56,60,64 100-144 149,153,157,161,165

CS-DESKMINI-K9	Webex Desk Mini	2.4 GHz = 5.00 dBi 5 GHz = 4.90 dBi	2.412 - 2.472 GHz 5.180 - 5.240 GHz 5.260 - 5.320 GHz 5.500 - 5.720 GHz 5.745 - 5.825 GHz	13 4 4 12 5	1-13 36,40,44,48 52,56,60,64 100-144 149,153,157,161,165
CD-DSKH-HUB-C-K9	Webex Desk Hub, Carbon	2.4 GHz = 3.55 dBi 5 GHz = 6.67 dBi	2.412 - 2.472 GHz 5.180 - 5.240 GHz 5.260 - 5.320 GHz 5.500 - 5.720 GHz 5.745 - 5.825 GHz	13 4 4 12 5	1-13 36,40,44,48 52,56,60,64 100-144 149,153,157,161,165
CD-DSKH-HUB-P-K9	Webex Desk Hub, Platinum				

Note: Actual channels utilized is dependent on local regulatory restrictions.

802.11j (channels 34, 38, 42, 46) are not supported.

Channel 14 for Japan is not supported.

Requirements

The Webex Desk Series are IEEE 802.11a/b/g/n/ac collaboration devices that provides voice, video, and data communications.

The wireless LAN must be validated to ensure it meets the requirements to deploy the Webex Desk Series.

Site Survey

Before deploying the Webex Desk Series into a production environment, a site survey must be completed by a Cisco certified partner with the advanced wireless LAN specialization. During the site survey the RF spectrum can be analyzed to determine which channels are usable in the desired band (5 GHz or 2.4 GHz). Typically there is less interference in the 5 GHz band as well as more non-overlapping channels, so 5 GHz is the preferred band for operation and even more highly recommended when the Webex Desk Series are to be used in a mission critical environment. The site survey will include heatmaps showing the intended coverage plan for the location. The site survey will also determine which access point platform type, antenna type, access point configuration (channel and transmit power) to use at the location. It is recommended to select an access point with integrated antennas for non-rugged environments (e.g. office, healthcare, education, hospitality) and an access point platform requiring external antennas for rugged environments (e.g. manufacturing, warehouse, retail).

The wireless LAN must be validated to ensure it meets the requirements to deploy the Webex Desk Series.

Signal

The cell edge should be designed to -67 dBm where there is a 20-30% overlap of adjacent access points at that signal level.

This ensures that the Webex Desk Series always has adequate signal and can hold a signal long enough in order to roam seamlessly where signal based triggers are utilized vs. packet loss triggers.

Also need to ensure that the upstream signal from the Webex Desk Series meets the access point's receiver sensitivity for the transmitted data rate. Rule of thumb is to ensure that the received signal at the access point is -67 dBm or higher.

It is recommended to design the cell size to ensure that the Webex Desk Series can hold a signal for at least 5 seconds.

Channel Utilization

Channel Utilization levels should be kept under 40%.

Noise

Noise levels should not exceed -92 dBm, which allows for a Signal to Noise Ratio (SNR) of 25 dB where a -67 dBm signal should be maintained.

Also need to ensure that the upstream signal from the Webex Desk Series meets the access point's signal to noise ratio for the transmitted data rate.

Packet Loss / Delay

Per voice guidelines, packet loss should not exceed 1% packet loss; otherwise voice quality can be degraded significantly.

Jitter should be kept at a minimal (< 100 ms).

Retries

802.11 retransmissions should be less than 20%.

Multipath

Multipath should be kept to a minimal as this can create nulls and reduce signal levels.

Call Control

The Webex Desk Series are supported on the following call control platforms.

- **Webex Desk Pro**
  - Webex
  - Cisco Unified Communications Manager (CUCM)

    Minimum = 10.5(2)

    Recommended = 11.5(1), 12.0(1), 12.5(1), 14.0(1) and later
- **Webex Desk Limited Edition**
  - Webex
  - Cisco Unified Communications Manager (CUCM)

    Minimum = 11.5(1)

    Recommended = 12.5(1), 14.0(1) and later
- **Webex Desk**
  - Webex
  - Cisco Unified Communications Manager (CUCM)

    Minimum = 11.5(1)

    Recommended = 12.5(1), 14.0(1) and later
- **Webex Desk Mini**
  - Webex
  - Cisco Unified Communications Manager (CUCM)

    Minimum = 11.5(1)

Recommended = 12.5(1), 14.0(1) and later

- **Webex Desk Hub**
  - Webex
  - Cisco Unified Communications Manager (CUCM)

    Minimum = 11.5(1)

    Recommended = 12.5(1), 14.0(1) and later

Note: Cisco Unified Communications Manager requires a device package to be installed or service release update in order to enable Webex Desk Series device support.

Device packages for Cisco Unified Communications Manager are available at the following location.

https://software.cisco.com/download/home/278875240

Wireless LAN

The Webex Desk Series are supported on the following Cisco Wireless LAN solutions.

- Cisco AireOS Wireless LAN Controller and Cisco Lightweight Access Points

  Minimum = 8.3.143.0

  Recommended = 8.3.150.0, 8.5.182.0, 8.8.130.0, 8.10.162.0
- Cisco IOS Wireless LAN Controller and Cisco Lightweight Access Points

  Minimum = 16.12.1s

  Recommended = 16.12.7, 17.3.5a, 17.5.1, 17.6.2
- Cisco Mobility Express and Cisco Lightweight Access Points

  Minimum = 8.3.143.0

  Recommended = 8.3.150.0, 8.5.182.0, 8.8.130.0, 8.10.162.0
- Cisco Autonomous Access Points

  Minimum = 15.2(4)JB6

  Recommended = 15.3(3)JPL
- Cisco Meraki Access Points

  Minimum = MR 25.9, MX 13.33

  Recommended = MR 28.5, MX 16.16

Access Points

Below are the Cisco access points that are supported.

Any access point model that is not listed below is not supported.

The Webex Desk Series are supported on the following Cisco Aironet access point platforms.

The table below lists the modes that are supported by each Cisco Aironet access point.

Cisco AP Series	802.11a	802.11b	802.11g	802.11n	802.11ac	802.11ax	Lightweight	Mobility Express	Autonomous
1700	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes
1810	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No
1810W	Yes	Yes	Yes	Yes	Yes	No	Yes	No	No
1815	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes (**not 1815t**)	No
1830	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
1840	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
1850	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No

2700	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes
2800	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
3700	Yes	Yes	Yes	Yes	Yes	No	Yes	No	Yes
3800	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
4800	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No
9105	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
9115	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
9117	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
9120	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
9130	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No
9136	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No

The Webex Desk Series are supported on the following Cisco Meraki access point platforms.

MX64W

MX65W

MX67W

MX68W

Z3

https://meraki.cisco.com/products/wireless#models

https://meraki.cisco.com/products/appliances#models

The table below lists the modes that are supported by each Cisco Meraki access point.

Meraki AP Series	802.11a	802.11b	802.11g	802.11n	802.11ac	802.11ax
MR20	Yes	Yes	Yes	Yes	Yes	No
MR30H	Yes	Yes	Yes	Yes	Yes	No
MR32	Yes	Yes	Yes	Yes	Yes	No
MR33	Yes	Yes	Yes	Yes	Yes	No
MR34	Yes	Yes	Yes	Yes	Yes	No
MR36	Yes	Yes	Yes	Yes	Yes	Yes
MR36H	Yes	Yes	Yes	Yes	Yes	Yes
MR42	Yes	Yes	Yes	Yes	Yes	No
MR44	Yes	Yes	Yes	Yes	Yes	Yes
MR45	Yes	Yes	Yes	Yes	Yes	Yes
MR46	Yes	Yes	Yes	Yes	Yes	Yes
MR52	Yes	Yes	Yes	Yes	Yes	No
MR53	Yes	Yes	Yes	Yes	Yes	No

MR55	Yes	Yes	Yes	Yes	Yes	Yes
MR56	Yes	Yes	Yes	Yes	Yes	Yes
MR57	Yes	Yes	Yes	Yes	Yes	Yes
MX64W	Yes	Yes	Yes	Yes	Yes	No
MX65W	Yes	Yes	Yes	Yes	Yes	No
MX67W	Yes	Yes	Yes	Yes	Yes	No
MX68W	Yes	Yes	Yes	Yes	Yes	No
Z3	Yes	Yes	Yes	Yes	Yes	No

Note: If an access point model is not specifically listed above, then it is not supported.

Currently no support for Cisco Aironet 1500 Series outdoor access points.

No support for any access point model operating in MESH mode.

Interoperability with third-party access points can not be guaranteed as there are no interoperability tests performed for third-party access points; however if connected to a Wi-Fi compliant access point, then should have basic functionality.

Some of the key features are the following:

- 5 GHz (802.11a/n/ac)
- Wi-Fi Protected Access v2 (WPA2+AES)
- Wi-Fi Multimedia (WMM)
- Differentiated Services Code Point (DSCP)
- Class of Service (CoS / 802.1p)

Antenna Systems

Some Cisco access points require or allow external antennas.

Please refer to the following URL for the list of supported antennas for Cisco Aironet access points and how these external antennas should be mounted.

https://www.cisco.com/c/en/us/products/collateral/wireless/aironet-antennas-accessories/product_data_sheet09186a008008883b.html

Note: Cisco access points with integrated internal antennas (other than models intended to be wall mounted) are to be mounted on the ceiling as they have omni-directional antennas and are not designed to be wall mounted.

Protocols

Supported voice and wireless LAN protocols include the following:

- 802.11a,b,d,e,g,h,i,n,ac
- Wi-Fi MultiMedia (WMM)
- Session Initiation Protocol (SIP)
- Real Time Protocol (RTP)
    - AAC-LD, Opus, G.722, G.711, G.722.1, G.729

    - H.264, H.263
- Dynamic Host Configuration Protocol (DHCP)
- Trivial File Transfer Protocol (TFTP)
- HyperText Transfer Protocol (HTTP)

Wi-Fi

The following table lists the maximum tx power and receiver sensitivity info for each data rate per 802.11 mode utilized by the Webex Desk Series.

Webex Desk Pro

5 GHz Specifications

5 GHz - 802.11a	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 20 dBm (Depends on region)	6 Mbps	1	OFDM - BPSK
	9 Mbps	1	OFDM - BPSK
	12 Mbps	1	OFDM - QPSK
	18 Mbps	1	OFDM - QPSK
	24 Mbps	1	OFDM - 16 QAM
	36 Mbps	1	OFDM - 16 QAM
	48 Mbps	1	OFDM - 64 QAM
	54 Mbps	1	OFDM - 64 QAM
5 GHz - 802.11n (HT20)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	7 Mbps (MCS 0)	1	OFDM - BPSK
	14 Mbps (MCS 1)	1	OFDM - QPSK
	21 Mbps (MCS 2)	1	OFDM - QPSK
	29 Mbps (MCS 3)	1	OFDM - 16 QAM
	43 Mbps (MCS 4)	1	OFDM - 16 QAM
	58 Mbps (MCS 5)	1	OFDM - 64 QAM
	65 Mbps (MCS 6)	1	OFDM - 64 QAM
	72 Mbps (MCS 7)	1	OFDM - 64 QAM
	14 Mbps (MCS 8)	2	OFDM - BPSK
	28 Mbps (MCS 9)	2	OFDM - QPSK
	43 Mbps (MCS 10)	2	OFDM - QPSK
	58 Mbps (MCS 11)	2	OFDM - 16 QAM
	87 Mbps (MCS 12)	2	OFDM - 16 QAM
	116 Mbps (MCS 13)	2	OFDM - 64 QAM
	130 Mbps (MCS 14)	2	OFDM - 64 QAM
	144 Mbps (MCS 15)	2	OFDM - 64 QAM

5 GHz - 802.11n (HT40)	Data Rate	Spatial Streams	Modulation
Max Tx Power = 18 dBm (Depends on region)	15 Mbps (MCS 0)	1	OFDM - BPSK
	30 Mbps (MCS 1)	1	OFDM - QPSK
	45 Mbps (MCS 2)	1	OFDM - QPSK
	60 Mbps (MCS 3)	1	OFDM - 16 QAM
	90 Mbps (MCS 4)	1	OFDM - 16 QAM
	120 Mbps (MCS 5)	1	OFDM - 64 QAM
	135 Mbps (MCS 6)	1	OFDM - 64 QAM
	150 Mbps (MCS 7)	1	OFDM - 64 QAM
	30 Mbps (MCS 8)	2	OFDM - BPSK
	60 Mbps (MCS 9)	2	OFDM - QPSK
	90 Mbps (MCS 10)	2	OFDM - QPSK
	120 Mbps (MCS 11)	2	OFDM - 16 QAM
	180 Mbps (MCS 12)	2	OFDM - 16 QAM
	240 Mbps (MCS 13)	2	OFDM - 64 QAM
	270 Mbps (MCS 14)	2	OFDM - 64 QAM
	300 Mbps (MCS 15)	2	OFDM - 64 QAM
5 GHz - 802.11ac (VHT20)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	7 Mbps (MCS 0)	1	OFDM - BPSK
	14 Mbps (MCS 1)	1	OFDM - QPSK
	21 Mbps (MCS 2)	1	OFDM - QPSK
	29 Mbps (MCS 3)	1	OFDM - 16 QAM
	43 Mbps (MCS 4)	1	OFDM - 16 QAM
	58 Mbps (MCS 5)	1	OFDM - 64 QAM
	65 Mbps (MCS 6)	1	OFDM - 64 QAM
	72 Mbps (MCS 7)	1	OFDM - 64 QAM
	87 Mbps (MCS 8)	1	OFDM - 256 QAM
	14 Mbps (MCS 0)	2	OFDM - BPSK
	28 Mbps (MCS 1)	2	OFDM - QPSK
	43 Mbps (MCS 2)	2	OFDM - QPSK
	58 Mbps (MCS 3)	2	OFDM - 16 QAM
	87 Mbps (MCS 4)	2	OFDM - 16 QAM
	116 Mbps (MCS 5)	2	OFDM - 64 QAM
	130 Mbps (MCS 6)	2	OFDM - 64 QAM
	144 Mbps (MCS 7)	2	OFDM - 64 QAM
	173 Mbps (MCS 8)	2	OFDM - 256 QAM
5 GHz - 802.11ac (VHT40)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 18 dBm (Depends on region)	15 Mbps (MCS 0)	1	OFDM - BPSK
	30 Mbps (MCS 1)	1	OFDM - QPSK
	45 Mbps (MCS 2)	1	OFDM - QPSK
	60 Mbps (MCS 3)	1	OFDM - 16 QAM

	90 Mbps (MCS 4)	1	OFDM - 16 QAM
	120 Mbps (MCS 5)	1	OFDM - 64 QAM
	135 Mbps (MCS 6)	1	OFDM - 64 QAM
	150 Mbps (MCS 7)	1	OFDM - 64 QAM
	180 Mbps (MCS 8)	1	OFDM - 256 QAM
	200 Mbps (MCS 9)	1	OFDM - 256 QAM
	30 Mbps (MCS 0)	2	OFDM - BPSK
	60 Mbps (MCS 1)	2	OFDM - QPSK
	90 Mbps (MCS 2)	2	OFDM - QPSK
	120 Mbps (MCS 3)	2	OFDM - 16 QAM
	180 Mbps (MCS 4)	2	OFDM - 16 QAM
	240 Mbps (MCS 5)	2	OFDM - 64 QAM
	270 Mbps (MCS 6)	2	OFDM - 64 QAM
	300 Mbps (MCS 7)	2	OFDM - 64 QAM
	360 Mbps (MCS 8)	2	OFDM - 256 QAM
	400 Mbps (MCS 9)	2	OFDM - 256 QAM
5 GHz - 802.11ac (VHT80)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 18 dBm (Depends on region)	33 Mbps (MCS 0)	1	OFDM - BPSK
	65 Mbps (MCS 1)	1	OFDM - QPSK
	98 Mbps (MCS 2)	1	OFDM - QPSK
	130 Mbps (MCS 3)	1	OFDM - 16 QAM
	195 Mbps (MCS 4)	1	OFDM - 16 QAM
	260 Mbps (MCS 5)	1	OFDM - 64 QAM
	293 Mbps (MCS 6)	1	OFDM - 64 QAM
	325 Mbps (MCS 7)	1	OFDM - 64 QAM
	390 Mbps (MCS 8)	1	OFDM - 256 QAM
	433 Mbps (MCS 9)	1	OFDM - 256 QAM
	65 Mbps (MCS 0)	2	OFDM - BPSK
	130 Mbps (MCS 1)	2	OFDM - QPSK
	195Mbps (MCS 2)	2	OFDM - QPSK
	260 Mbps (MCS 3)	2	OFDM - 16 QAM
	390 Mbps (MCS 4)	2	OFDM - 16 QAM
	520 Mbps (MCS 5)	2	OFDM - 64 QAM
	585 Mbps (MCS 6)	2	OFDM - 64 QAM
	650 Mbps (MCS 7)	2	OFDM - 64 QAM
	780 Mbps (MCS 8)	2	OFDM - 256 QAM
	867 Mbps (MCS 9)	2	OFDM - 256 QAM

2.4 GHz Specifications

2.4 GHz - 802.11b	**Data Rate**	**Spatial Streams**	**Modulation**

Max Tx Power = 19 dBm (Depends on region)	1 Mbps	1	DSSS - BPSK
	2 Mbps	1	DSSS - QPSK
	5.5 Mbps	1	DSSS - CCK
	11 Mbps	1	DSSS - CCK
2.4 GHz - 802.11g	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	6 Mbps	1	OFDM - BPSK
	9 Mbps	1	OFDM - BPSK
	12 Mbps	1	OFDM - QPSK
	18 Mbps	1	OFDM - QPSK
	24 Mbps	1	OFDM - 16 QAM
	36 Mbps	1	OFDM - 16 QAM
	48 Mbps	1	OFDM - 64 QAM
	54 Mbps	1	OFDM - 64 QAM
2.4 GHz - 802.11n (HT20)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	7 Mbps (MCS 0)	1	OFDM - BPSK
	14 Mbps (MCS 1)	1	OFDM - QPSK
	21 Mbps (MCS 2)	1	OFDM - QPSK
	29 Mbps (MCS 3)	1	OFDM - 16 QAM
	43 Mbps (MCS 4)	1	OFDM - 16 QAM
	58 Mbps (MCS 5)	1	OFDM - 64 QAM
	65 Mbps (MCS 6)	1	OFDM - 64 QAM
	72 Mbps (MCS 7)	1	OFDM - 64 QAM
	14 Mbps (MCS 8)	2	OFDM - BPSK
	28 Mbps (MCS 9)	2	OFDM - QPSK
	43 Mbps (MCS 10)	2	OFDM - QPSK
	58 Mbps (MCS 11)	2	OFDM - 16 QAM
	87 Mbps (MCS 12)	2	OFDM - 16 QAM
	116 Mbps (MCS 13)	2	OFDM - 64 QAM
	130 Mbps (MCS 14)	2	OFDM - 64 QAM
	144 Mbps (MCS 15)	2	OFDM - 64 QAM

Webex Desk Limited Edition

5 GHz Specifications

5 GHz - 802.11a	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 20 dBm (Depends on region)	6 Mbps	1	OFDM - BPSK
	9 Mbps	1	OFDM - BPSK
	12 Mbps	1	OFDM - QPSK
	18 Mbps	1	OFDM - QPSK
	24 Mbps	1	OFDM - 16 QAM

	36 Mbps	1	OFDM - 16 QAM
	48 Mbps	1	OFDM - 64 QAM
	54 Mbps	1	OFDM - 64 QAM
5 GHz - 802.11n (HT20)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	7 Mbps (MCS 0)	1	OFDM - BPSK
	14 Mbps (MCS 1)	1	OFDM - QPSK
	21 Mbps (MCS 2)	1	OFDM - QPSK
	29 Mbps (MCS 3)	1	OFDM - 16 QAM
	43 Mbps (MCS 4)	1	OFDM - 16 QAM
	58 Mbps (MCS 5)	1	OFDM - 64 QAM
	65 Mbps (MCS 6)	1	OFDM - 64 QAM
	72 Mbps (MCS 7)	1	OFDM - 64 QAM
	14 Mbps (MCS 8)	2	OFDM - BPSK
	28 Mbps (MCS 9)	2	OFDM - QPSK
	43 Mbps (MCS 10)	2	OFDM - QPSK
	58 Mbps (MCS 11)	2	OFDM - 16 QAM
	87 Mbps (MCS 12)	2	OFDM - 16 QAM
	116 Mbps (MCS 13)	2	OFDM - 64 QAM
	130 Mbps (MCS 14)	2	OFDM - 64 QAM
	144 Mbps (MCS 15)	2	OFDM - 64 QAM
5 GHz - 802.11n (HT40)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 18 dBm (Depends on region)	15 Mbps (MCS 0)	1	OFDM - BPSK
	30 Mbps (MCS 1)	1	OFDM - QPSK
	45 Mbps (MCS 2)	1	OFDM - QPSK
	60 Mbps (MCS 3)	1	OFDM - 16 QAM
	90 Mbps (MCS 4)	1	OFDM - 16 QAM
	120 Mbps (MCS 5)	1	OFDM - 64 QAM
	135 Mbps (MCS 6)	1	OFDM - 64 QAM
	150 Mbps (MCS 7)	1	OFDM - 64 QAM
	30 Mbps (MCS 8)	2	OFDM - BPSK
	60 Mbps (MCS 9)	2	OFDM - QPSK
	90 Mbps (MCS 10)	2	OFDM - QPSK
	120 Mbps (MCS 11)	2	OFDM - 16 QAM
	180 Mbps (MCS 12)	2	OFDM - 16 QAM
	240 Mbps (MCS 13)	2	OFDM - 64 QAM
	270 Mbps (MCS 14)	2	OFDM - 64 QAM
	300 Mbps (MCS 15)	2	OFDM - 64 QAM
5 GHz - 802.11ac (VHT20)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	7 Mbps (MCS 0)	1	OFDM - BPSK
	14 Mbps (MCS 1)	1	OFDM - QPSK

	21 Mbps (MCS 2)	1	OFDM - QPSK
	29 Mbps (MCS 3)	1	OFDM - 16 QAM
	43 Mbps (MCS 4)	1	OFDM - 16 QAM
	58 Mbps (MCS 5)	1	OFDM - 64 QAM
	65 Mbps (MCS 6)	1	OFDM - 64 QAM
	72 Mbps (MCS 7)	1	OFDM - 64 QAM
	87 Mbps (MCS 8)	1	OFDM - 256 QAM
	14 Mbps (MCS 0)	2	OFDM - BPSK
	28 Mbps (MCS 1)	2	OFDM - QPSK
	43 Mbps (MCS 2)	2	OFDM - QPSK
	58 Mbps (MCS 3)	2	OFDM - 16 QAM
	87 Mbps (MCS 4)	2	OFDM - 16 QAM
	116 Mbps (MCS 5)	2	OFDM - 64 QAM
	130 Mbps (MCS 6)	2	OFDM - 64 QAM
	144 Mbps (MCS 7)	2	OFDM - 64 QAM
	173 Mbps (MCS 8)	2	OFDM - 256 QAM
5 GHz - 802.11ac (VHT40)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 18 dBm (Depends on region)	15 Mbps (MCS 0)	1	OFDM - BPSK
	30 Mbps (MCS 1)	1	OFDM - QPSK
	45 Mbps (MCS 2)	1	OFDM - QPSK
	60 Mbps (MCS 3)	1	OFDM - 16 QAM
	90 Mbps (MCS 4)	1	OFDM - 16 QAM
	120 Mbps (MCS 5)	1	OFDM - 64 QAM
	135 Mbps (MCS 6)	1	OFDM - 64 QAM
	150 Mbps (MCS 7)	1	OFDM - 64 QAM
	180 Mbps (MCS 8)	1	OFDM - 256 QAM
	200 Mbps (MCS 9)	1	OFDM - 256 QAM
	30 Mbps (MCS 0)	2	OFDM - BPSK
	60 Mbps (MCS 1)	2	OFDM - QPSK
	90 Mbps (MCS 2)	2	OFDM - QPSK
	120 Mbps (MCS 3)	2	OFDM - 16 QAM
	180 Mbps (MCS 4)	2	OFDM - 16 QAM
	240 Mbps (MCS 5)	2	OFDM - 64 QAM
	270 Mbps (MCS 6)	2	OFDM - 64 QAM
	300 Mbps (MCS 7)	2	OFDM - 64 QAM
	360 Mbps (MCS 8)	2	OFDM - 256 QAM
	400 Mbps (MCS 9)	2	OFDM - 256 QAM
5 GHz - 802.11ac (VHT80)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 18 dBm (Depends on region)	33 Mbps (MCS 0)	1	OFDM - BPSK
	65 Mbps (MCS 1)	1	OFDM - QPSK
	98 Mbps (MCS 2)	1	OFDM - QPSK

	130 Mbps (MCS 3)	1	OFDM - 16 QAM
	195 Mbps (MCS 4)	1	OFDM - 16 QAM
	260 Mbps (MCS 5)	1	OFDM - 64 QAM
	293 Mbps (MCS 6)	1	OFDM - 64 QAM
	325 Mbps (MCS 7)	1	OFDM - 64 QAM
	390 Mbps (MCS 8)	1	OFDM - 256 QAM
	433 Mbps (MCS 9)	1	OFDM - 256 QAM
	65 Mbps (MCS 0)	2	OFDM - BPSK
	130 Mbps (MCS 1)	2	OFDM - QPSK
	195Mbps (MCS 2)	2	OFDM - QPSK
	260 Mbps (MCS 3)	2	OFDM - 16 QAM
	390 Mbps (MCS 4)	2	OFDM - 16 QAM
	520 Mbps (MCS 5)	2	OFDM - 64 QAM
	585 Mbps (MCS 6)	2	OFDM - 64 QAM
	650 Mbps (MCS 7)	2	OFDM - 64 QAM
	780 Mbps (MCS 8)	2	OFDM - 256 QAM
	867 Mbps (MCS 9)	2	OFDM - 256 QAM

2.4 GHz Specifications

2.4 GHz - 802.11b	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	1 Mbps	1	DSSS - BPSK
	2 Mbps	1	DSSS - QPSK
	5.5 Mbps	1	DSSS - CCK
	11 Mbps	1	DSSS - CCK
2.4 GHz - 802.11g	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	6 Mbps	1	OFDM - BPSK
	9 Mbps	1	OFDM - BPSK
	12 Mbps	1	OFDM - QPSK
	18 Mbps	1	OFDM - QPSK
	24 Mbps	1	OFDM - 16 QAM
	36 Mbps	1	OFDM - 16 QAM
	48 Mbps	1	OFDM - 64 QAM
	54 Mbps	1	OFDM - 64 QAM
2.4 GHz - 802.11n (HT20)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	7 Mbps (MCS 0)	1	OFDM - BPSK
	14 Mbps (MCS 1)	1	OFDM - QPSK
	21 Mbps (MCS 2)	1	OFDM - QPSK
	29 Mbps (MCS 3)	1	OFDM - 16 QAM
	43 Mbps (MCS 4)	1	OFDM - 16 QAM
	58 Mbps (MCS 5)	1	OFDM - 64 QAM

	65 Mbps (MCS 6)	1	OFDM - 64 QAM
	72 Mbps (MCS 7)	1	OFDM - 64 QAM
	14 Mbps (MCS 8)	2	OFDM - BPSK
	28 Mbps (MCS 9)	2	OFDM - QPSK
	43 Mbps (MCS 10)	2	OFDM - QPSK
	58 Mbps (MCS 11)	2	OFDM - 16 QAM
	87 Mbps (MCS 12)	2	OFDM - 16 QAM
	116 Mbps (MCS 13)	2	OFDM - 64 QAM
	130 Mbps (MCS 14)	2	OFDM - 64 QAM
	144 Mbps (MCS 15)	2	OFDM - 64 QAM

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5 GHz Specifications

5 GHz - 802.11a	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	6 Mbps	1	OFDM - BPSK
	9 Mbps	1	OFDM - BPSK
	12 Mbps	1	OFDM - QPSK
	18 Mbps	1	OFDM - QPSK
	24 Mbps	1	OFDM - 16 QAM
	36 Mbps	1	OFDM - 16 QAM
	48 Mbps	1	OFDM - 64 QAM
	54 Mbps	1	OFDM - 64 QAM
5 GHz - 802.11n (HT20)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	7 Mbps (MCS 0)	1	OFDM - BPSK
	14 Mbps (MCS 1)	1	OFDM - QPSK
	21 Mbps (MCS 2)	1	OFDM - QPSK
	29 Mbps (MCS 3)	1	OFDM - 16 QAM
	43 Mbps (MCS 4)	1	OFDM - 16 QAM
	58 Mbps (MCS 5)	1	OFDM - 64 QAM
	65 Mbps (MCS 6)	1	OFDM - 64 QAM
	72 Mbps (MCS 7)	1	OFDM - 64 QAM
	14 Mbps (MCS 8)	2	OFDM - BPSK
	28 Mbps (MCS 9)	2	OFDM - QPSK
	43 Mbps (MCS 10)	2	OFDM - QPSK
	58 Mbps (MCS 11)	2	OFDM - 16 QAM
	87 Mbps (MCS 12)	2	OFDM - 16 QAM
	116 Mbps (MCS 13)	2	OFDM - 64 QAM
	130 Mbps (MCS 14)	2	OFDM - 64 QAM

	144 Mbps (MCS 15)	2	OFDM - 64 QAM
5 GHz - 802.11n (HT40)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 18 dBm (Depends on region)	15 Mbps (MCS 0)	1	OFDM - BPSK
	30 Mbps (MCS 1)	1	OFDM - QPSK
	45 Mbps (MCS 2)	1	OFDM - QPSK
	60 Mbps (MCS 3)	1	OFDM - 16 QAM
	90 Mbps (MCS 4)	1	OFDM - 16 QAM
	120 Mbps (MCS 5)	1	OFDM - 64 QAM
	135 Mbps (MCS 6)	1	OFDM - 64 QAM
	150 Mbps (MCS 7)	1	OFDM - 64 QAM
	30 Mbps (MCS 8)	2	OFDM - BPSK
	60 Mbps (MCS 9)	2	OFDM - QPSK
	90 Mbps (MCS 10)	2	OFDM - QPSK
	120 Mbps (MCS 11)	2	OFDM - 16 QAM
	180 Mbps (MCS 12)	2	OFDM - 16 QAM
	240 Mbps (MCS 13)	2	OFDM - 64 QAM
	270 Mbps (MCS 14)	2	OFDM - 64 QAM
	300 Mbps (MCS 15)	2	OFDM - 64 QAM
5 GHz - 802.11ac (VHT20)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	7 Mbps (MCS 0)	1	OFDM - BPSK
	14 Mbps (MCS 1)	1	OFDM - QPSK
	21 Mbps (MCS 2)	1	OFDM - QPSK
	29 Mbps (MCS 3)	1	OFDM - 16 QAM
	43 Mbps (MCS 4)	1	OFDM - 16 QAM
	58 Mbps (MCS 5)	1	OFDM - 64 QAM
	65 Mbps (MCS 6)	1	OFDM - 64 QAM
	72 Mbps (MCS 7)	1	OFDM - 64 QAM
	87 Mbps (MCS 8)	1	OFDM - 256 QAM
	14 Mbps (MCS 0)	2	OFDM - BPSK
	28 Mbps (MCS 1)	2	OFDM - QPSK
	43 Mbps (MCS 2)	2	OFDM - QPSK
	58 Mbps (MCS 3)	2	OFDM - 16 QAM
	87 Mbps (MCS 4)	2	OFDM - 16 QAM
	116 Mbps (MCS 5)	2	OFDM - 64 QAM
	130 Mbps (MCS 6)	2	OFDM - 64 QAM
	144 Mbps (MCS 7)	2	OFDM - 64 QAM
	173 Mbps (MCS 8)	2	OFDM - 256 QAM
5 GHz - 802.11ac (VHT40)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 18 dBm (Depends on region)	15 Mbps (MCS 0)	1	OFDM - BPSK
	30 Mbps (MCS 1)	1	OFDM - QPSK
	45 Mbps (MCS 2)	1	OFDM - QPSK

	60 Mbps (MCS 3)	1	OFDM - 16 QAM
	90 Mbps (MCS 4)	1	OFDM - 16 QAM
	120 Mbps (MCS 5)	1	OFDM - 64 QAM
	135 Mbps (MCS 6)	1	OFDM - 64 QAM
	150 Mbps (MCS 7)	1	OFDM - 64 QAM
	180 Mbps (MCS 8)	1	OFDM - 256 QAM
	200 Mbps (MCS 9)	1	OFDM - 256 QAM
	30 Mbps (MCS 0)	2	OFDM - BPSK
	60 Mbps (MCS 1)	2	OFDM - QPSK
	90 Mbps (MCS 2)	2	OFDM - QPSK
	120 Mbps (MCS 3)	2	OFDM - 16 QAM
	180 Mbps (MCS 4)	2	OFDM - 16 QAM
	240 Mbps (MCS 5)	2	OFDM - 64 QAM
	270 Mbps (MCS 6)	2	OFDM - 64 QAM
	300 Mbps (MCS 7)	2	OFDM - 64 QAM
	360 Mbps (MCS 8)	2	OFDM - 256 QAM
	400 Mbps (MCS 9)	2	OFDM - 256 QAM
5 GHz - 802.11ac (VHT80)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 17 dBm (Depends on region)	33 Mbps (MCS 0)	1	OFDM - BPSK
	65 Mbps (MCS 1)	1	OFDM - QPSK
	98 Mbps (MCS 2)	1	OFDM - QPSK
	130 Mbps (MCS 3)	1	OFDM - 16 QAM
	195 Mbps (MCS 4)	1	OFDM - 16 QAM
	260 Mbps (MCS 5)	1	OFDM - 64 QAM
	293 Mbps (MCS 6)	1	OFDM - 64 QAM
	325 Mbps (MCS 7)	1	OFDM - 64 QAM
	390 Mbps (MCS 8)	1	OFDM - 256 QAM
	433 Mbps (MCS 9)	1	OFDM - 256 QAM
	65 Mbps (MCS 0)	2	OFDM - BPSK
	130 Mbps (MCS 1)	2	OFDM - QPSK
	195Mbps (MCS 2)	2	OFDM - QPSK
	260 Mbps (MCS 3)	2	OFDM - 16 QAM
	390 Mbps (MCS 4)	2	OFDM - 16 QAM
	520 Mbps (MCS 5)	2	OFDM - 64 QAM
	585 Mbps (MCS 6)	2	OFDM - 64 QAM
	650 Mbps (MCS 7)	2	OFDM - 64 QAM
	780 Mbps (MCS 8)	2	OFDM - 256 QAM
	867 Mbps (MCS 9)	2	OFDM - 256 QAM

2.4 GHz Specifications

2.4 GHz - 802.11b	Data Rate	Spatial Streams	Modulation
Max Tx Power = 22 dBm (Depends on region)	1 Mbps	1	DSSS - BPSK
	2 Mbps	1	DSSS - QPSK
	5.5 Mbps	1	DSSS - CCK
	11 Mbps	1	DSSS - CCK
2.4 GHz - 802.11g	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 21 dBm (Depends on region)	6 Mbps	1	OFDM - BPSK
	9 Mbps	1	OFDM - BPSK
	12 Mbps	1	OFDM - QPSK
	18 Mbps	1	OFDM - QPSK
	24 Mbps	1	OFDM - 16 QAM
	36 Mbps	1	OFDM - 16 QAM
	48 Mbps	1	OFDM - 64 QAM
	54 Mbps	1	OFDM - 64 QAM
2.4 GHz - 802.11n (HT20)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 20 dBm (Depends on region)	7 Mbps (MCS 0)	1	OFDM - BPSK
	14 Mbps (MCS 1)	1	OFDM - QPSK
	21 Mbps (MCS 2)	1	OFDM - QPSK
	29 Mbps (MCS 3)	1	OFDM - 16 QAM
	43 Mbps (MCS 4)	1	OFDM - 16 QAM
	58 Mbps (MCS 5)	1	OFDM - 64 QAM
	65 Mbps (MCS 6)	1	OFDM - 64 QAM
	72 Mbps (MCS 7)	1	OFDM - 64 QAM
	14 Mbps (MCS 8)	2	OFDM - BPSK
	28 Mbps (MCS 9)	2	OFDM - QPSK
	43 Mbps (MCS 10)	2	OFDM - QPSK
	58 Mbps (MCS 11)	2	OFDM - 16 QAM
	87 Mbps (MCS 12)	2	OFDM - 16 QAM
	116 Mbps (MCS 13)	2	OFDM - 64 QAM
	130 Mbps (MCS 14)	2	OFDM - 64 QAM
	144 Mbps (MCS 15)	2	OFDM - 64 QAM

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5 GHz Specifications

5 GHz - 802.11a	Data Rate	Spatial Streams	Modulation
Max Tx Power = 19 dBm (Depends on region)	6 Mbps	1	OFDM - BPSK
	9 Mbps	1	OFDM - BPSK
	12 Mbps	1	OFDM - QPSK
	18 Mbps	1	OFDM - QPSK

	24 Mbps	1	OFDM - 16 QAM
	36 Mbps	1	OFDM - 16 QAM
	48 Mbps	1	OFDM - 64 QAM
	54 Mbps	1	OFDM - 64 QAM
5 GHz - 802.11n (HT20)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	7 Mbps (MCS 0)	1	OFDM - BPSK
	14 Mbps (MCS 1)	1	OFDM - QPSK
	21 Mbps (MCS 2)	1	OFDM - QPSK
	29 Mbps (MCS 3)	1	OFDM - 16 QAM
	43 Mbps (MCS 4)	1	OFDM - 16 QAM
	58 Mbps (MCS 5)	1	OFDM - 64 QAM
	65 Mbps (MCS 6)	1	OFDM - 64 QAM
	72 Mbps (MCS 7)	1	OFDM - 64 QAM
	14 Mbps (MCS 8)	2	OFDM - BPSK
	28 Mbps (MCS 9)	2	OFDM - QPSK
	43 Mbps (MCS 10)	2	OFDM - QPSK
	58 Mbps (MCS 11)	2	OFDM - 16 QAM
	87 Mbps (MCS 12)	2	OFDM - 16 QAM
	116 Mbps (MCS 13)	2	OFDM - 64 QAM
	130 Mbps (MCS 14)	2	OFDM - 64 QAM
	144 Mbps (MCS 15)	2	OFDM - 64 QAM
5 GHz - 802.11n (HT40)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 18 dBm (Depends on region)	15 Mbps (MCS 0)	1	OFDM - BPSK
	30 Mbps (MCS 1)	1	OFDM - QPSK
	45 Mbps (MCS 2)	1	OFDM - QPSK
	60 Mbps (MCS 3)	1	OFDM - 16 QAM
	90 Mbps (MCS 4)	1	OFDM - 16 QAM
	120 Mbps (MCS 5)	1	OFDM - 64 QAM
	135 Mbps (MCS 6)	1	OFDM - 64 QAM
	150 Mbps (MCS 7)	1	OFDM - 64 QAM
	30 Mbps (MCS 8)	2	OFDM - BPSK
	60 Mbps (MCS 9)	2	OFDM - QPSK
	90 Mbps (MCS 10)	2	OFDM - QPSK
	120 Mbps (MCS 11)	2	OFDM - 16 QAM
	180 Mbps (MCS 12)	2	OFDM - 16 QAM
	240 Mbps (MCS 13)	2	OFDM - 64 QAM
	270 Mbps (MCS 14)	2	OFDM - 64 QAM
	300 Mbps (MCS 15)	2	OFDM - 64 QAM
5 GHz - 802.11ac (VHT20)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm	7 Mbps (MCS 0)	1	OFDM - BPSK

(Depends on region)	14 Mbps (MCS 1)	1	OFDM - QPSK
	21 Mbps (MCS 2)	1	OFDM - QPSK
	29 Mbps (MCS 3)	1	OFDM - 16 QAM
	43 Mbps (MCS 4)	1	OFDM - 16 QAM
	58 Mbps (MCS 5)	1	OFDM - 64 QAM
	65 Mbps (MCS 6)	1	OFDM - 64 QAM
	72 Mbps (MCS 7)	1	OFDM - 64 QAM
	87 Mbps (MCS 8)	1	OFDM - 256 QAM
	14 Mbps (MCS 0)	2	OFDM - BPSK
	28 Mbps (MCS 1)	2	OFDM - QPSK
	43 Mbps (MCS 2)	2	OFDM - QPSK
	58 Mbps (MCS 3)	2	OFDM - 16 QAM
	87 Mbps (MCS 4)	2	OFDM - 16 QAM
	116 Mbps (MCS 5)	2	OFDM - 64 QAM
	130 Mbps (MCS 6)	2	OFDM - 64 QAM
	144 Mbps (MCS 7)	2	OFDM - 64 QAM
	173 Mbps (MCS 8)	2	OFDM - 256 QAM
5 GHz - 802.11ac (VHT40)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 18 dBm (Depends on region)	15 Mbps (MCS 0)	1	OFDM - BPSK
	30 Mbps (MCS 1)	1	OFDM - QPSK
	45 Mbps (MCS 2)	1	OFDM - QPSK
	60 Mbps (MCS 3)	1	OFDM - 16 QAM
	90 Mbps (MCS 4)	1	OFDM - 16 QAM
	120 Mbps (MCS 5)	1	OFDM - 64 QAM
	135 Mbps (MCS 6)	1	OFDM - 64 QAM
	150 Mbps (MCS 7)	1	OFDM - 64 QAM
	180 Mbps (MCS 8)	1	OFDM - 256 QAM
	200 Mbps (MCS 9)	1	OFDM - 256 QAM
	30 Mbps (MCS 0)	2	OFDM - BPSK
	60 Mbps (MCS 1)	2	OFDM - QPSK
	90 Mbps (MCS 2)	2	OFDM - QPSK
	120 Mbps (MCS 3)	2	OFDM - 16 QAM
	180 Mbps (MCS 4)	2	OFDM - 16 QAM
	240 Mbps (MCS 5)	2	OFDM - 64 QAM
	270 Mbps (MCS 6)	2	OFDM - 64 QAM
	300 Mbps (MCS 7)	2	OFDM - 64 QAM
	360 Mbps (MCS 8)	2	OFDM - 256 QAM
	400 Mbps (MCS 9)	2	OFDM - 256 QAM
5 GHz - 802.11ac (VHT80)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 17 dBm (Depends on region)	33 Mbps (MCS 0)	1	OFDM - BPSK
	65 Mbps (MCS 1)	1	OFDM - QPSK

	98 Mbps (MCS 2)	1	OFDM - QPSK
	130 Mbps (MCS 3)	1	OFDM - 16 QAM
	195 Mbps (MCS 4)	1	OFDM - 16 QAM
	260 Mbps (MCS 5)	1	OFDM - 64 QAM
	293 Mbps (MCS 6)	1	OFDM - 64 QAM
	325 Mbps (MCS 7)	1	OFDM - 64 QAM
	390 Mbps (MCS 8)	1	OFDM - 256 QAM
	433 Mbps (MCS 9)	1	OFDM - 256 QAM
	65 Mbps (MCS 0)	2	OFDM - BPSK
	130 Mbps (MCS 1)	2	OFDM - QPSK
	195Mbps (MCS 2)	2	OFDM - QPSK
	260 Mbps (MCS 3)	2	OFDM - 16 QAM
	390 Mbps (MCS 4)	2	OFDM - 16 QAM
	520 Mbps (MCS 5)	2	OFDM - 64 QAM
	585 Mbps (MCS 6)	2	OFDM - 64 QAM
	650 Mbps (MCS 7)	2	OFDM - 64 QAM
	780 Mbps (MCS 8)	2	OFDM - 256 QAM
	867 Mbps (MCS 9)	2	OFDM - 256 QAM

2.4 GHz Specifications

2.4 GHz - 802.11b	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 22 dBm (Depends on region)	1 Mbps	1	DSSS - BPSK
	2 Mbps	1	DSSS - QPSK
	5.5 Mbps	1	DSSS - CCK
	11 Mbps	1	DSSS - CCK
2.4 GHz - 802.11g	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 21 dBm (Depends on region)	6 Mbps	1	OFDM - BPSK
	9 Mbps	1	OFDM - BPSK
	12 Mbps	1	OFDM - QPSK
	18 Mbps	1	OFDM - QPSK
	24 Mbps	1	OFDM - 16 QAM
	36 Mbps	1	OFDM - 16 QAM
	48 Mbps	1	OFDM - 64 QAM
	54 Mbps	1	OFDM - 64 QAM
2.4 GHz - 802.11n (HT20)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 20 dBm (Depends on region)	7 Mbps (MCS 0)	1	OFDM - BPSK
	14 Mbps (MCS 1)	1	OFDM - QPSK
	21 Mbps (MCS 2)	1	OFDM - QPSK
	29 Mbps (MCS 3)	1	OFDM - 16 QAM
	43 Mbps (MCS 4)	1	OFDM - 16 QAM

	58 Mbps (MCS 5)	1	OFDM - 64 QAM
	65 Mbps (MCS 6)	1	OFDM - 64 QAM
	72 Mbps (MCS 7)	1	OFDM - 64 QAM
	14 Mbps (MCS 8)	2	OFDM - BPSK
	28 Mbps (MCS 9)	2	OFDM - QPSK
	43 Mbps (MCS 10)	2	OFDM - QPSK
	58 Mbps (MCS 11)	2	OFDM - 16 QAM
	87 Mbps (MCS 12)	2	OFDM - 16 QAM
	116 Mbps (MCS 13)	2	OFDM - 64 QAM
	130 Mbps (MCS 14)	2	OFDM - 64 QAM
	144 Mbps (MCS 15)	2	OFDM - 64 QAM

Webex Desk Hub

5 GHz Specifications

5 GHz - 802.11a	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 20 dBm (Depends on region)	6 Mbps	1	OFDM - BPSK
	9 Mbps	1	OFDM - BPSK
	12 Mbps	1	OFDM - QPSK
	18 Mbps	1	OFDM - QPSK
	24 Mbps	1	OFDM - 16 QAM
	36 Mbps	1	OFDM - 16 QAM
	48 Mbps	1	OFDM - 64 QAM
	54 Mbps	1	OFDM - 64 QAM
5 GHz - 802.11n (HT20)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 20 dBm (Depends on region)	7 Mbps (MCS 0)	1	OFDM - BPSK
	14 Mbps (MCS 1)	1	OFDM - QPSK
	21 Mbps (MCS 2)	1	OFDM - QPSK
	29 Mbps (MCS 3)	1	OFDM - 16 QAM
	43 Mbps (MCS 4)	1	OFDM - 16 QAM
	58 Mbps (MCS 5)	1	OFDM - 64 QAM
	65 Mbps (MCS 6)	1	OFDM - 64 QAM
	72 Mbps (MCS 7)	1	OFDM - 64 QAM
	14 Mbps (MCS 8)	2	OFDM - BPSK
	28 Mbps (MCS 9)	2	OFDM - QPSK
	43 Mbps (MCS 10)	2	OFDM - QPSK
	58 Mbps (MCS 11)	2	OFDM - 16 QAM
	87 Mbps (MCS 12)	2	OFDM - 16 QAM
	116 Mbps (MCS 13)	2	OFDM - 64 QAM

	130 Mbps (MCS 14)	2	OFDM - 64 QAM
	144 Mbps (MCS 15)	2	OFDM - 64 QAM
5 GHz - 802.11n (HT40)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	15 Mbps (MCS 0)	1	OFDM - BPSK
	30 Mbps (MCS 1)	1	OFDM - QPSK
	45 Mbps (MCS 2)	1	OFDM - QPSK
	60 Mbps (MCS 3)	1	OFDM - 16 QAM
	90 Mbps (MCS 4)	1	OFDM - 16 QAM
	120 Mbps (MCS 5)	1	OFDM - 64 QAM
	135 Mbps (MCS 6)	1	OFDM - 64 QAM
	150 Mbps (MCS 7)	1	OFDM - 64 QAM
	30 Mbps (MCS 8)	2	OFDM - BPSK
	60 Mbps (MCS 9)	2	OFDM - QPSK
	90 Mbps (MCS 10)	2	OFDM - QPSK
	120 Mbps (MCS 11)	2	OFDM - 16 QAM
	180 Mbps (MCS 12)	2	OFDM - 16 QAM
	240 Mbps (MCS 13)	2	OFDM - 64 QAM
	270 Mbps (MCS 14)	2	OFDM - 64 QAM
	300 Mbps (MCS 15)	2	OFDM - 64 QAM
5 GHz - 802.11ac (VHT20)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 20 dBm (Depends on region)	7 Mbps (MCS 0)	1	OFDM - BPSK
	14 Mbps (MCS 1)	1	OFDM - QPSK
	21 Mbps (MCS 2)	1	OFDM - QPSK
	29 Mbps (MCS 3)	1	OFDM - 16 QAM
	43 Mbps (MCS 4)	1	OFDM - 16 QAM
	58 Mbps (MCS 5)	1	OFDM - 64 QAM
	65 Mbps (MCS 6)	1	OFDM - 64 QAM
	72 Mbps (MCS 7)	1	OFDM - 64 QAM
	87 Mbps (MCS 8)	1	OFDM - 256 QAM
	14 Mbps (MCS 0)	2	OFDM - BPSK
	28 Mbps (MCS 1)	2	OFDM - QPSK
	43 Mbps (MCS 2)	2	OFDM - QPSK
	58 Mbps (MCS 3)	2	OFDM - 16 QAM
	87 Mbps (MCS 4)	2	OFDM - 16 QAM
	116 Mbps (MCS 5)	2	OFDM - 64 QAM
	130 Mbps (MCS 6)	2	OFDM - 64 QAM
	144 Mbps (MCS 7)	2	OFDM - 64 QAM
	173 Mbps (MCS 8)	2	OFDM - 256 QAM
5 GHz - 802.11ac (VHT40)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	15 Mbps (MCS 0)	1	OFDM - BPSK
	30 Mbps (MCS 1)	1	OFDM - QPSK

	45 Mbps (MCS 2)	1	OFDM - QPSK
	60 Mbps (MCS 3)	1	OFDM - 16 QAM
	90 Mbps (MCS 4)	1	OFDM - 16 QAM
	120 Mbps (MCS 5)	1	OFDM - 64 QAM
	135 Mbps (MCS 6)	1	OFDM - 64 QAM
	150 Mbps (MCS 7)	1	OFDM - 64 QAM
	180 Mbps (MCS 8)	1	OFDM - 256 QAM
	200 Mbps (MCS 9)	1	OFDM - 256 QAM
	30 Mbps (MCS 0)	2	OFDM - BPSK
	60 Mbps (MCS 1)	2	OFDM - QPSK
	90 Mbps (MCS 2)	2	OFDM - QPSK
	120 Mbps (MCS 3)	2	OFDM - 16 QAM
	180 Mbps (MCS 4)	2	OFDM - 16 QAM
	240 Mbps (MCS 5)	2	OFDM - 64 QAM
	270 Mbps (MCS 6)	2	OFDM - 64 QAM
	300 Mbps (MCS 7)	2	OFDM - 64 QAM
	360 Mbps (MCS 8)	2	OFDM - 256 QAM
	400 Mbps (MCS 9)	2	OFDM - 256 QAM
5 GHz - 802.11ac (VHT80)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm (Depends on region)	33 Mbps (MCS 0)	1	OFDM - BPSK
	65 Mbps (MCS 1)	1	OFDM - QPSK
	98 Mbps (MCS 2)	1	OFDM - QPSK
	130 Mbps (MCS 3)	1	OFDM - 16 QAM
	195 Mbps (MCS 4)	1	OFDM - 16 QAM
	260 Mbps (MCS 5)	1	OFDM - 64 QAM
	293 Mbps (MCS 6)	1	OFDM - 64 QAM
	325 Mbps (MCS 7)	1	OFDM - 64 QAM
	390 Mbps (MCS 8)	1	OFDM - 256 QAM
	433 Mbps (MCS 9)	1	OFDM - 256 QAM
	65 Mbps (MCS 0)	2	OFDM - BPSK
	130 Mbps (MCS 1)	2	OFDM - QPSK
	195Mbps (MCS 2)	2	OFDM - QPSK
	260 Mbps (MCS 3)	2	OFDM - 16 QAM
	390 Mbps (MCS 4)	2	OFDM - 16 QAM
	520 Mbps (MCS 5)	2	OFDM - 64 QAM
	585 Mbps (MCS 6)	2	OFDM - 64 QAM
	650 Mbps (MCS 7)	2	OFDM - 64 QAM
	780 Mbps (MCS 8)	2	OFDM - 256 QAM
	867 Mbps (MCS 9)	2	OFDM - 256 QAM
5 GHz - 802.11ac (VHT160)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 19 dBm	65 Mbps (MCS 0)	1	OFDM - BPSK

(Depends on region)	130 Mbps (MCS 1)	1	OFDM - QPSK
	195 Mbps (MCS 2)	1	OFDM - QPSK
	260 Mbps (MCS 3)	1	OFDM - 16 QAM
	390 Mbps (MCS 4)	1	OFDM - 16 QAM
	520 Mbps (MCS 5)	1	OFDM - 64 QAM
	585 Mbps (MCS 6)	1	OFDM - 64 QAM
	650 Mbps (MCS 7)	1	OFDM - 64 QAM
	780 Mbps (MCS 8)	1	OFDM - 256 QAM
	867 Mbps (MCS 9)	1	OFDM - 256 QAM

2.4 GHz Specifications

2.4 GHz - 802.11b	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 25 dBm (Depends on region)	1 Mbps	1	DSSS - BPSK
	2 Mbps	1	DSSS - QPSK
	5.5 Mbps	1	DSSS - CCK
	11 Mbps	1	DSSS - CCK
2.4 GHz - 802.11g	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 20 dBm (Depends on region)	6 Mbps	1	OFDM - BPSK
	9 Mbps	1	OFDM - BPSK
	12 Mbps	1	OFDM - QPSK
	18 Mbps	1	OFDM - QPSK
	24 Mbps	1	OFDM - 16 QAM
	36 Mbps	1	OFDM - 16 QAM
	48 Mbps	1	OFDM - 64 QAM
	54 Mbps	1	OFDM - 64 QAM
2.4 GHz - 802.11n (HT20)	**Data Rate**	**Spatial Streams**	**Modulation**
Max Tx Power = 20 dBm (Depends on region)	7 Mbps (MCS 0)	1	OFDM - BPSK
	14 Mbps (MCS 1)	1	OFDM - QPSK
	21 Mbps (MCS 2)	1	OFDM - QPSK
	29 Mbps (MCS 3)	1	OFDM - 16 QAM
	43 Mbps (MCS 4)	1	OFDM - 16 QAM
	58 Mbps (MCS 5)	1	OFDM - 64 QAM
	65 Mbps (MCS 6)	1	OFDM - 64 QAM
	72 Mbps (MCS 7)	1	OFDM - 64 QAM
	14 Mbps (MCS 8)	2	OFDM - BPSK
	28 Mbps (MCS 9)	2	OFDM - QPSK
	43 Mbps (MCS 10)	2	OFDM - QPSK
	58 Mbps (MCS 11)	2	OFDM - 16 QAM
	87 Mbps (MCS 12)	2	OFDM - 16 QAM
	116 Mbps (MCS 13)	2	OFDM - 64 QAM

	130 Mbps (MCS 14)	2	OFDM - 64 QAM
	144 Mbps (MCS 15)	2	OFDM - 64 QAM

Note: Receiver sensitivity is the minimum signal needed to decode a packet at a certain data rate.

The above values are pure radio specifications and do not account for the gain of the dual integrated antennas.

To achieve 802.11n/ac connectivity, it is recommended that the Webex Desk Series be within 100 feet of the access point.

Regulatory

World Mode (802.11d) allows a client to be used in different regions, where the client can adapt to using the channels and transmit powers advertised by the access point in the local environment.

The Webex Desk Series operates best when the access point is 802.11d enabled, where it can determine which channels and transmit powers to use per the local region.

Enable World Mode (802.11d) for the corresponding country where the access point is located.

Some 5 GHz channels are also used by radar technology, which requires that the 802.11 client and access point be 802.11h compliant if utilizing those radar frequencies (DFS channels). 802.11h requires 802.11d to be enabled.

The Webex Desk Series will passively scan DFS channels first before engaging in active scans of those channels.

If 802.11d is not enabled, then the Webex Desk Series can attempt to connect to the access point using reduced transmit power.

Below are the countries and their 802.11d codes that are supported by the Webex Desk Series.

- Australia (AU)
- Austria (AT)
- Bahrain (BH)
- Belgium (BE)
- Brazil (BR)
- Bulgaria (BG)
- Canada (CA)
- Chile (CL)
- China (CN)
- Colombia (CO)
- Costa Rica (CR)
- Croatia (HR)
- Cyprus (CY)
- Czech Republic (CZ)
- Denmark (DK)
- Dominican Republic (DO)
- Ecuador (EC)
- Egypt (EG)
- Estonia (EE)
- Finland (FI)
- France (FR)
- Germany (DE)
- Gibraltar (GI)
- Greece (GR)
- Hungary (HU)
- Iceland (IS)
- India (IN)
- Ireland (IE)
- Israel (IL)
- Italy (IT)
- Japan (JP)
- Korea (KR)
- Latvia (LV)
- Liechtenstein (LI)
- Lithuania (LT)
- Luxembourg (LU)
- Macedonia (MK)
- Malaysia (MY)
- Malta (MT)
- Mexico (MX)
- Monaco (MC)
- Montenegro (ME)
- Netherlands (NL)
- New Zealand (NZ)
- Nigeria (NG)
- Norway (NO)
- Panama (PA)
- Paraguay (PY)
- Philippines (PH)
- Poland (PL)
- Portugal (PT)
- Puerto Rico (PR)
- Romania (RO)
- Russian Federation (RU)
- Saudi Arabia (SA)
- Serbia (RS)
- Singapore (SG)
- Slovakia (SK)
- Slovenia (SI)
- South Africa (ZA)
- Spain (ES)
- Sweden (SE)
- Switzerland (CH)
- Taiwan (TW)
- Thailand (TH)
- Turkey (TR)
- Ukraine (UA)
- United Arab Emirates (AE)
- United Kingdom (GB)
- United States (US)
- Uruguay (UY)
- Vietnam (VN)

Hong Kong (HK) Peru (PE)

Note: Compliance information is available on the Cisco Product Approval Status web site at the following URL:

https://cae-cnc-prd.cisco.com/pdtcnc

Bluetooth

The Webex Desk Series supports Bluetooth technology allowing for wireless headset communications.

Bluetooth enables low bandwidth wireless connections within a range of 30 feet, however it is recommended to keep the Bluetooth device within 10 feet of the Webex Desk Series.

The Bluetooth device does not need to be within direct line-of-sight of the phone, but barriers, such as walls, doors, etc. can potentially impact the quality.

Bluetooth utilizes the 2.4 GHz frequency just like 802.11b/g/n and many other devices (e.g. microwave ovens, cordless phones, etc.), so the Bluetooth quality can potentially be interfered with due to using this unlicensed frequency.

Bluetooth Profiles

The Webex Desk Series supports the following Bluetooth profiles.

- Advanced Audio Distribution Profile (A2DP)
- Audio/Video Remote Control Profile (AVRCP)
- Generic Access Profile (GAP)
- Generic Audio/Video Distribution Profile (GAVDP)
- Hands-Free Profile (HFP)

Coexistence (802.11b/g/n + Bluetooth)

If using Coexistence where 802.11b/g/n and Bluetooth are used simultaneously, then there are some limitations and deployment requirements to be considered as they both utilize the 2.4 GHz frequency range.

Capacity

When using Coexistence (802.11b/g/n + Bluetooth), call capacity is reduced due to the utilization of CTS to protect the 802.11g/n and Bluetooth transmissions.

Multicast Audio

Multicast audio from Push to Talk (PTT), Music on Hold (MMOH) and other applications are not supported when using Coexistence.

Voice Quality

Depending on the current data rate configuration, CTS may be sent to protect the Bluetooth transmissions when using Coexistence.
In some environments, 6 Mbps may need to be enabled.

Note: It is recommended to use 802.11a/n/ac if using Bluetooth due to 802.11b/g/n and Bluetooth both utilizing 2.4 GHz, but also due to the above limitations.

Languages

The Webex Desk Series supports the following languages.

Arabic	French	Polish
Catalan	German	Portuguese
Chinese	Hebrew	Russian
Czech	Hungarian	Spanish
Danish	Italian	Swedish
Dutch	Japanese	Turkish
English	Korean	
Finnish	Norwegian	

Video Calls

The Webex Desk Series supports video calling via a high-resolution multi-touch color LCD and an integrated camera.

The Webex Desk Series is able to establish video calls with other Webex Desk Series endpoints, Cisco TelePresence Systems, and other video enabled endpoints.

H.264 is the protocol used for the video stream, where up to 30 fps (frames per second) are supported.

There is a separate stream for the audio session that utilizes one of the support audio codecs.

The Webex Desk Series supports video bandwidth adaption, where the video bit rate can be adjusted as necessary if the current network connection can not support higher video resolutions.

The following video formats are supported:

- QnHD 180p (320 x 180)
- CIF 288p (512 x 288)
- nHD 360p (640 x 360)
- SD 448p (768 x 448)
- WSVGA 576p (1024 x 576)
- HD 720p (1280 x 720)
- FHD 1080p (1920 x 1080)

Device Care

To clean the Webex Desk Series, use a soft, moist cloth to wipe the device.

Do not apply liquids or powders directly to the device as it can damage the device.

Do not use bleach or other caustic products to clean the device.

Do not use compressed air to clean the device as it can also damage the device.

For more information, refer to the Webex Desk Series User Guide at this URL:

http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-user-guide-list.html

Wireless LAN Design

The following network design guidelines must be followed in order to accommodate for adequate coverage, call capacity and seamless roaming for the Webex Desk Series.

802.11 Network

Use the following guidelines to plan channel usage for these wireless environments.

5 GHz (802.11a/n/ac)

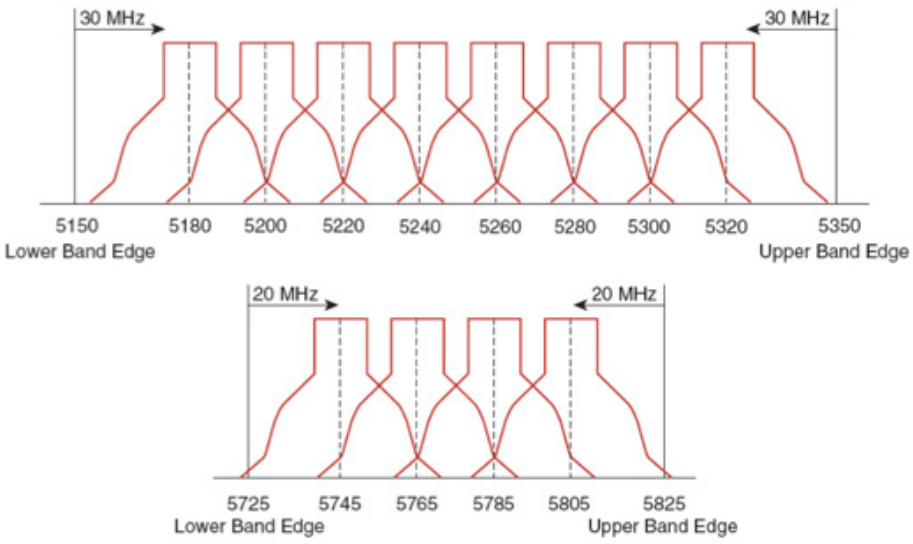
5 GHz is the recommended frequency band to utilize for operation of the Webex Desk Series.

In general, it is recommended for access points to utilize automatic channel selection instead of manually assigning channels to access points.

If there is an intermittent interferer, then the access point or access points serving that area may need to have a channel statically assigned.

The Webex Desk Series supports Dynamic Frequency Selection (DFS) and Transmit Power Control (TPC) from 802.11h, which are required when using channels operating at 5.260 - 5.720 GHz, which are 16 of the 25 possible channels.

Need to ensure there is at least 20 percent overlap with adjacent channels when deploying the Webex Desk Series in the 802.11a/n/ac environment, which allows for seamless roaming. For critical areas, it is recommended to increase the overlap (30% or more) to ensure that there can be at least 2 access points available with a signal of-67 dBm or higher, while the Webex Desk Series also meets the access point's receiver sensitivity (required signal level for the current data rate).



Channel ID	36	40	44	48	52	56	60	64	100	104	108	112	116	120	124	128	132	136	140	149	153	157	161
Center Freq. MHz	5180	5200	5220	5240	5260	5280	5300	5320	5500	5520	5540	5560	5580	5600	5620	5640	5660	5680	5700	5745	5765	5785	5805
Band	UNII-1				UNII-2															UNNII-3			

Dynamic Frequency Selection (DFS)

DFS dynamically instructs a transmitter to switch to another channel whenever radar signal is detected. If the access point detects radar, the radio on the access point goes on hold for at least 60 seconds while the access point passively scans for another usable channel.

TPC allows the client and access point to exchange information, so that the client can dynamically adjust the transmit power. The client uses only enough energy to maintain association to the access point at a given data rate. As a result, the client contributes less to adjacent cell interference, which allows for more densely deployed, high-performance wireless LANs.

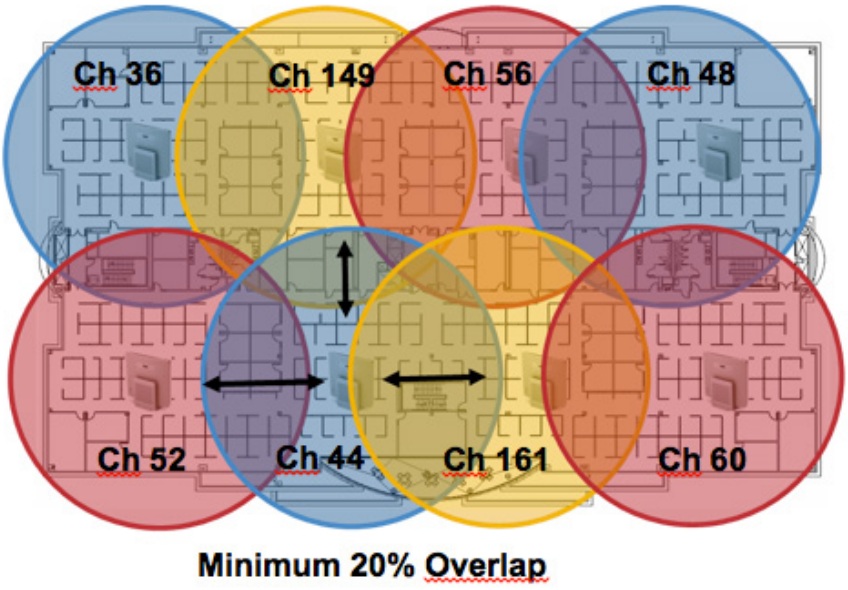
If there are repeated radar events detected by the access point (just or falsely), determine if the radar signals are impacting a single channel (narrowband) or multiple channels (wideband), then potentially disable use of that channel or channels in the wireless LAN.

The presence of an access point on a non-DFS channel can help minimize voice interruptions.

In case of radar activity, have at least one access point per area that uses a non-DFS channel (UNII-1). This ensures that a channel is available when an access point's radio is in its hold-off period while scanning for a new usable channel.

A UNII-3 channel (5.745 - 5.825 GHz) can optionally be used if available.

Below is a sample 5 GHz wireless LAN deployment.



For 5 GHz, 25 channels are available in the Americas, 16 channels in Europe, and 19 channels in Japan.

Where UNII-3 is available, it is recommended to use UNII-1, UNII-2, and UNII-3 only to utilize a 12 channel set.

If planning to use UNII-2 extended channels (channels 100 - 144), it is recommended to disable UNII-2 (channels 52-64) on the access point to avoid having so many channels enabled.

Having many 5 GHz channels enabled in the wireless LAN can delay discovery of new access points.

2.4 GHz (802.11b/g/n)

In general, it is recommended for access points to utilize automatic channel selection instead of manually assigning channels to access points.

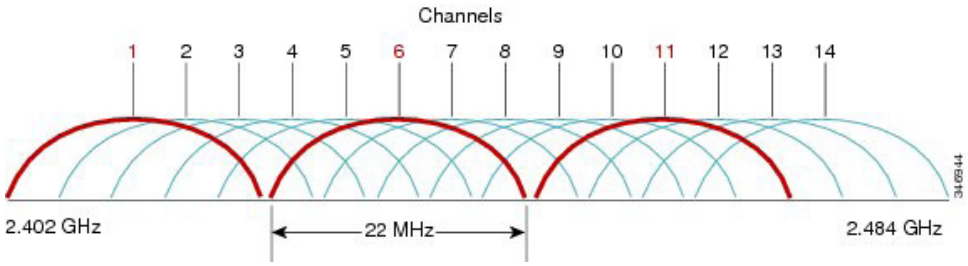
If there is an intermittent interferer, then the access point or access points serving that area may need to have a channel statically assigned.

In a 2.4 GHz (802.11b/g/n) environment, only non-overlapping channels must be utilized when deploying VoWLAN. Non-overlapping channels have 22 MHz of separation and are at least 5 channels apart.

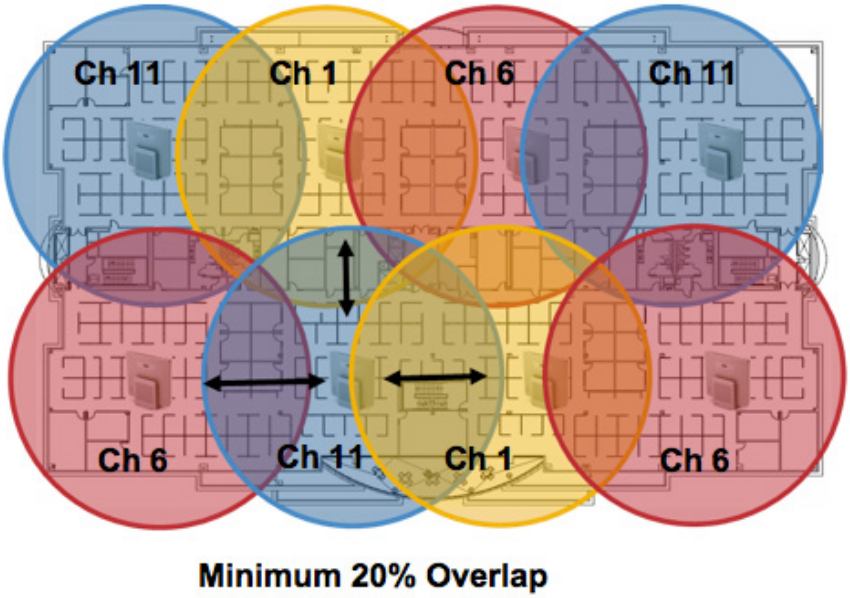
There are only 3 non-overlapping channels in the 2.4 GHz frequency range (channels 1, 6, 11).

Non-overlapping channels must be used and allow at least 20 percent overlap with adjacent channels when deploying the Webex Desk Series in an 802.11b/g/n environment, which allows for seamless roaming.

Using an overlapping channel set such as 1, 5, 9, 13 is not a supported configuration.



Below is a sample 2.4 GHz wireless LAN deployment.



Signal Strength and Coverage

To ensure acceptable voice quality, the Webex Desk Series should always have a signal of -67 dBm or higher when using 5 GHz or 2.4 GHz, while the Webex Desk Series also meets the access point's receiver sensitivity required signal level for the transmitted data rate.

Ensure the Packet Error Rate (PER) is no higher than 1%.

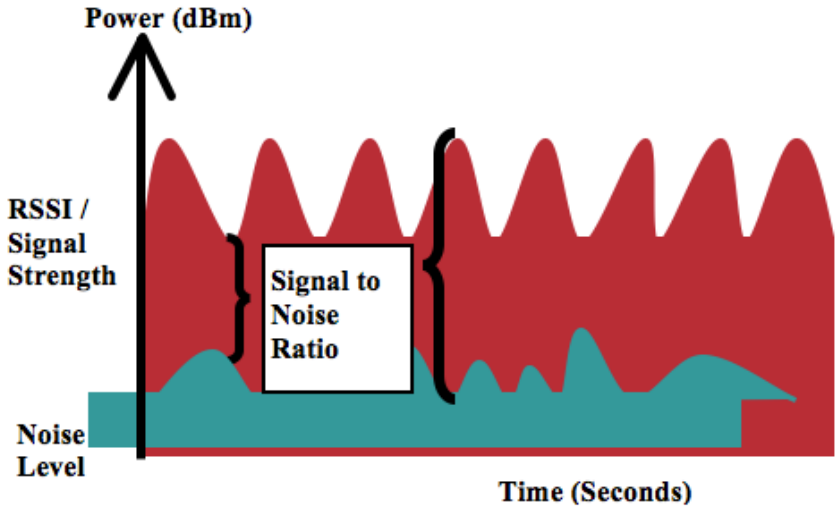
A minimum Signal to Noise Ratio (SNR) of 25 dB = -92 dBm noise level with -67 dBm signal should be maintained.

It is recommended to have at least two access points on non-overlapping channels with at least -67 dBm signal with the 25 dB SNR to provide redundancy.

To achieve maximum capacity and throughput, the wireless LAN should be designed to 24 Mbps. Higher data rates can optionally be enabled for other applications other than voice only that can take advantage of these higher data rates.

Recommended to set the minimum data rate to 11 Mbps or 12 Mbps for 2.4 GHz (dependent upon 802.11b client support policy) and 12 Mbps for 5 GHz, which should also be the only rate configured as a mandatory / basic rate.
In some environments, 6 Mbps may need to be enabled as a mandatory / basic rate.

Due to the above requirements, a single channel plan should not be deployed.



When designing the placement of access points, be sure that all key areas have adequate coverage (signal).

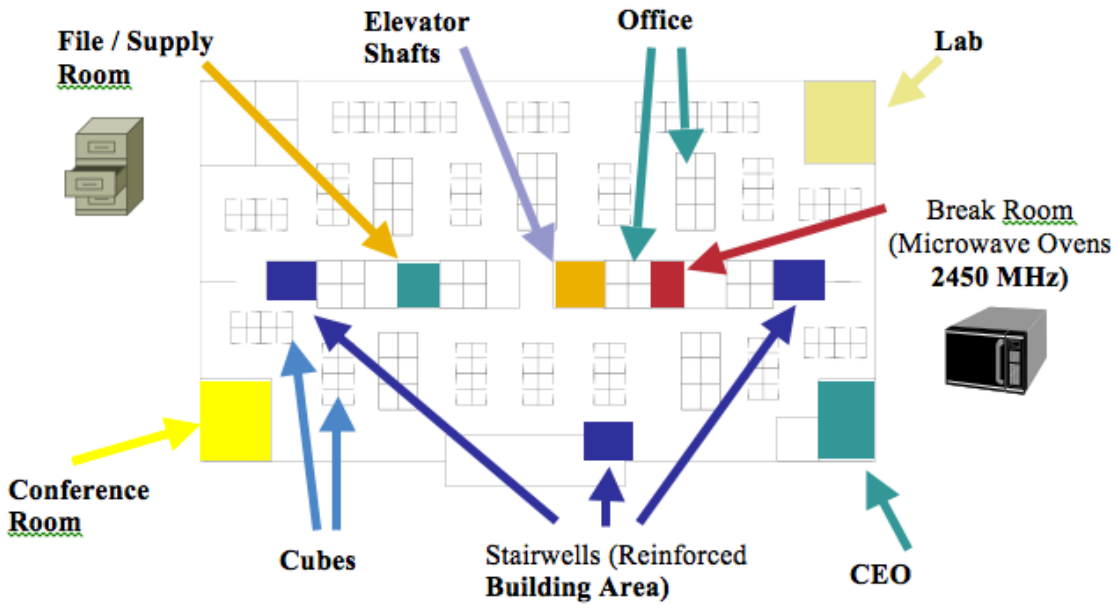
Typical wireless LAN deployments for data only applications do not provide coverage for some areas where VoWLAN service is necessary such as elevators, stairways, and outside corridors.

Microwave ovens, 2.4 GHz cordless phones, Bluetooth devices, or other electronic equipment operating in the 2.4 GHz band will interfere with the Wireless LAN.

Microwave ovens operate on 2450 MHz, which is between channels 8 and 9 of 802.11b/g/n. Some microwaves are shielded more than others and that shielding reduces the spread of the energy. Microwave energy can impact channel 11, and some microwaves can affect the entire frequency range (channels 1 through 11). To avoid microwave interference, select channel 1 for use with access points that are located near microwaves.

Most microwave ovens, Bluetooth, and frequency hopping devices do not have the same effect on the 5 GHz frequency. The 802.11a/n/ac technology provides more non-overlapping channels and typically lower initial RF utilization. For voice deployments, it is suggested to use 802.11a/n/ac for voice and use 802.11b/g/n for data.

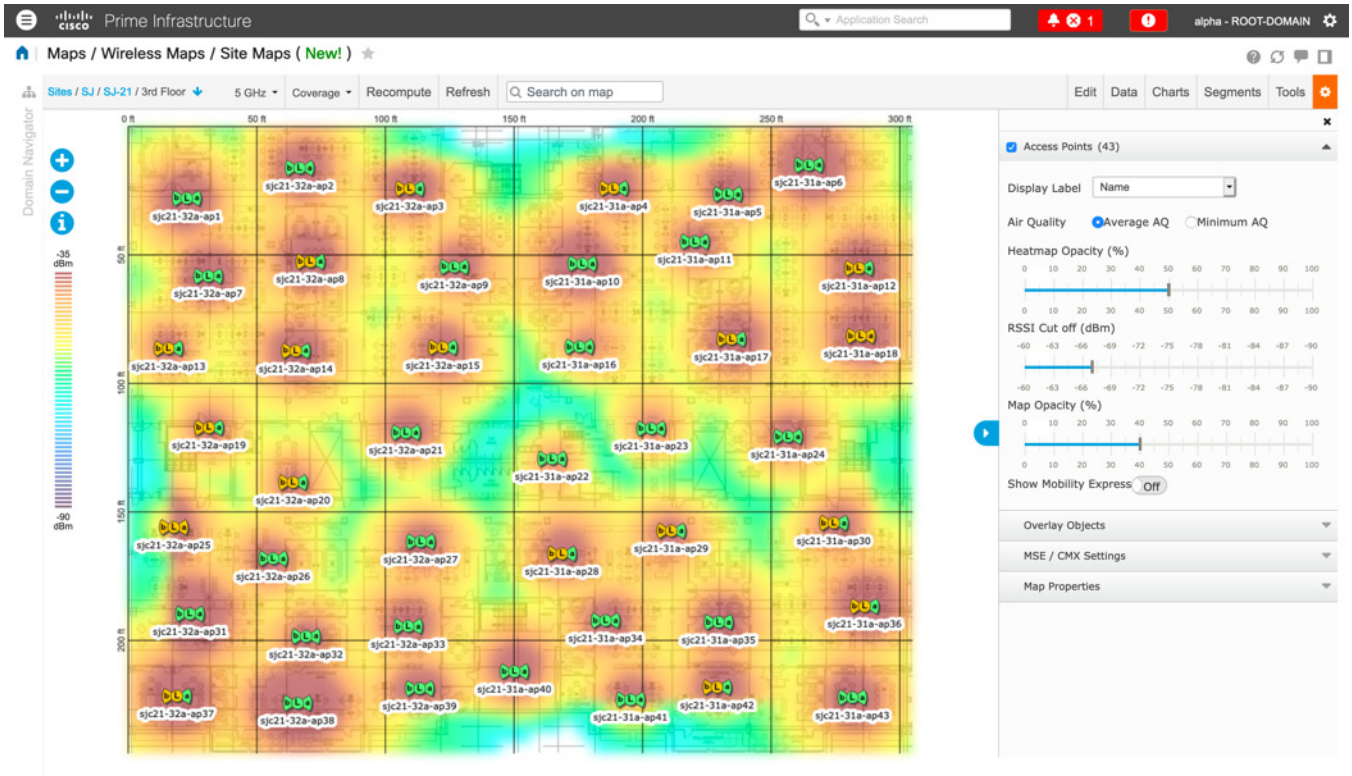
However there are products that also utilize the non-licensed 5 GHz frequency (e.g. 5.8 GHz cordless phones, which can impact UNII-3 channels).



The chart below lists the attenuation levels for various materials that may exist in an environment.

Material	Attenuation Level
Wood	Low
Brick	Medium
Concrete	High
Metal	Very High

Cisco Prime Infrastructure can be utilized to verify signal strength and coverage.



Data Rates

It is recommended to disable rates below 12 Mbps for 5 GHz deployments and below 12 Mbps for 2.4 GHz deployments where capacity and range are factored in for best results.

The Webex Desk Series has dual antennas, therefore they support up to MCS 15 data rates for 802.11n (up to 300 Mbps).

For 802.11ac, the Webex Desk Series supports up to VHT80 MCS 9 2SS (up to 867 Mbps).

Higher MCS rates can be left enabled for other 802.11n/ac clients, which are utilizing the same band frequency and utilize MIMO (multiple input / multiple output) antenna technology, which can take advantage of those higher rates.

If 802.11b clients are not allowed in the wireless network, then it is strongly recommended to disable the data rates below 12 Mbps. This will eliminate the need to send CTS frames for 802.11g/n protection as 802.11b clients can not detect these OFDM frames.

When 802.11b clients exist in the wireless network, then an 802.11b rate must be enabled and only an 802.11b rate can be configured as a mandatory / basic rate.

The recommended data rate configurations are the following:

802.11 Mode	Mandatory Data Rates	Supported Data Rates	Disabled Data Rates
802.11a/n/ac	12 Mbps	18-54 Mbps, VHT MCS 0 - MCS 9 1SS, VHT MCS 0 - MCS 9 2SS, (VHT MCS 0 - MCS 9 3SS), (VHT MCS 0 - MCS 9 4SS)	6, 9 Mbps
802.11a/n	12 Mbps	18-54 Mbps, HT MCS 0 - MCS 15,	6, 9 Mbps

		(HT MCS 16 - MCS 31)	
802.11g/n	12 Mbps	18-54 Mbps, HT MCS 0 - MCS 15, (HT MCS 16 - MCS 31)	1, 2, 5.5, 6, 9, 11 Mbps
802.11b/g/n	11 Mbps	12-54 Mbps, HT MCS 0 - MCS 15, (HT MCS 16 - MCS 31)	1, 2, 5.5, 6, 9 Mbps
802.11a	12 Mbps	18-54 Mbps	6, 9 Mbps
802.11g	12 Mbps	18-54 Mbps	1, 2, 5.5, 6, 9, 11 Mbps
802.11b/g	11 Mbps	12-54 Mbps	1, 2, 5.5, 6, 9 Mbps
802.11b	11 Mbps	None	1, 2, 5.5 Mbps

For a voice only application, data rates higher than 24 Mbps can optionally be enabled or disabled, but there is no advantage from a capacity or throughput perspective and enabling these rates could potentially increase the number of retries for a data frame.

Other applications such as video may be able to benefit from having these higher data rates enabled.

To preserve high capacity and throughput, data rates of 24 Mbps and higher should be enabled.

If deploying in an environment where excessive retries may be a concern, then a limited set of the data rates can be used, where the lowest enabled rate is the mandatory / basic rate.

For rugged environments or deployments requiring maximum range, it is recommended to enable 6 Mbps as a mandatory / basic rate.

Note: Some environments may require that a lower data rate be enabled due to use of legacy clients, environmental factors or maximum range is required.

Set only the lowest data rate enabled as the single mandatory / basic rate. Multicast packets will be sent at the highest mandatory / basic data rate enabled.

Note that capacity and throughput are reduced when lower rates are enabled.

Rugged Environments

When deploying the Webex Desk Series in a rugged environment (e.g. manufacturing, warehouse, retail), additional tuning on top of the standard design recommendations may be necessary.

Below are the key items to focus on when deploying a wireless LAN in a rugged environment.

Access Point and Antenna Selection

For rugged environments, it is recommended to select an access point platform that requires external antennas. It is also important to ensure an antenna type is selected which can operate well in rugged environments.

Access Point Placement

It is crucial that line of sight to the access point's antennas is maximized by minimizing any obstructions between the Webex Desk Series and the access point. Ensure that the access point and/or antennas are not mounted behind any obstruction or on or near a metal or glass surface.

If access points with integrated internal antennas are to be used in some areas, then it is recommended to mount those access points on the ceiling as they have omni-directional antennas and are not designed to be wall mounted.

Frequency Band
As always, it is recommended to use 5 GHz. Use of 2.4 GHz, especially when 802.11b rates are enabled, may not work well.
For the 5 GHz channel set, it is recommended to use a 8 or 12 channel plan only; disable UNII-2 extended channels if possible.

Data Rates
The standard recommended data rate set may not work well if multipath is present at an elevated level.
Therefore, it is recommended to enable lower data rates (e.g. 6 Mbps) to operate better in such an environment.
If using for voice only, then data rates above 24 Mbps can be disabled to increase first transmission success. If the same band is also used for data, video or other applications, then is suggested to keep the higher data rates enabled.

Transmit Power
Due to the potential of elevated multipath in rugged environments, the transmit power of the access point and Webex Desk Series should also be restricted. This is more important if planning to deploy 2.4 GHz in a rugged environment.
If using auto transmit power, the access point transmit power can be configured to use a specified range (maximum and minimum power levels) to prevent the access point from transmitting too hot as well as too weak (e.g. 5 GHz maximum of 16 dBm and minimum of 11 dBm).
The Webex Desk Series will utilize the access point's current transmit power setting to determine what transmit power it uses for transmitted frames when DTPC is enabled in the access point's configuration.

Fast Roaming
It is recommended to utilize 802.11r / Fast Transition (FT) for fast roaming. Enabling 802.11r (FT) also reduces the number of frames in the handshake when roaming to only two frames. Reducing the number of frames during a roam, increases the chances of roam success.
When using 802.1x authentication, it is important to use the recommended EAPOL key settings.

Quality of Service (QoS)
Need to ensure that DSCP values are preserved throughout the wired network, so that the WMM UP tag for voice, video, and call control frames can be set correctly.

Beamforming
If using Cisco 802.11n capable access points, then Beamforming (ClientLink) should be enabled, which can help with client reception.

Multipath

Multipath occurs when RF signals take multiple paths from a source to a destination.

A part of the signal goes to the destination while another part bounces off an obstruction, then goes on to the destination. As a result, part of the signal encounters delay and travels a longer path to the destination, which creates signal energy loss.

When the different waveforms combine, they cause distortion and affect the decoding capability of the receiver, as the signal quality is poor.

Multipath can exist in environments where there are reflective surfaces (e.g. metal, glass, etc.). Avoid mounting access points on these surfaces.

Below is a list of multipath effects:

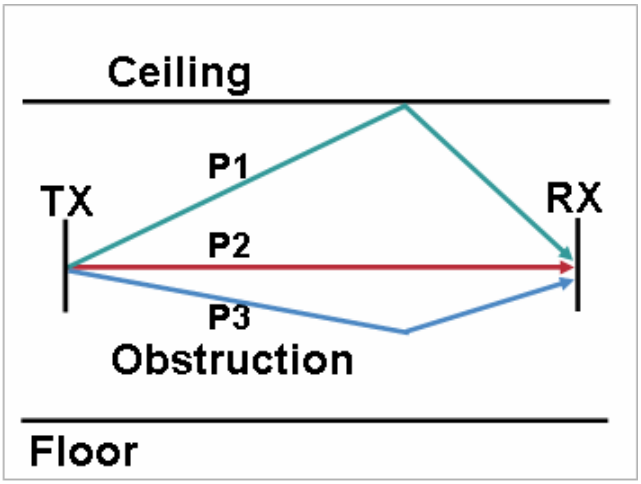
Data Corruption
Occurs when multipath is so severe that the receiver is unable to detect the transmitted information.

Signal Nulling

Occurs when the reflected waves arrive exactly out of phase with the main signal and cancel the main signal completely.

Increased Signal Amplitude
Occurs when the reflected waves arrive in phase with the main signal and add on to the main signal thereby increasing the signal strength.

Decreased Signal Amplitude
Occurs when the reflected waves arrive out of phase to some extent with the main signal thereby reducing the signal amplitude.



Use of Orthogonal Frequency Division Multiplexing (OFDM), which is used by 802.11a/n/ac and 802.11g/n, can help to reduce issues seen in high multipath environments.

If using 802.11b in a high multipath environment, lower data rates should be used in those areas (e.g. 1 and 2 Mbps).

Use of antenna diversity can also help in such environments.

Security

When deploying a wireless LAN, security is essential.

The Webex Desk Series supports the following wireless security features.

WLAN Authentication

- WPA2 and WPA (802.1x authentication)
- WPA2-PSK and WPA-PSK (Pre-Shared key)
- EAP-FAST (Extensible Authentication Protocol - Flexible Authentication via Secure Tunneling)
- EAP-TLS (Extensible Authentication Protocol - Transport Layer Security)
- EAP-TTLS (Extensible Authentication Protocol – Tunneled Transport Layer Security)
- PEAP (Protected Extensible Authentication Protocol)
- None

WLAN Encryption

- AES (Advanced Encryption Standard)
- TKIP / MIC (Temporal Key Integrity Protocol / Message Integrity Check)

Note: The access point must support AES (CCMP128) as TKIP can only be used as the broadcast/multicast cipher.

WPA3 is not supported.

802.1x-SHA2 key management is not supported.

CCMP256, GCMP128, and GCMP256 encryption ciphers are not supported.

The Webex Desk Series also supports the following additional security features.

- Image authentication
- Device authentication
- File authentication
- Signaling authentication
- Media encryption (SRTP)
- Signaling encryption (TLS)
- Certificate authority proxy function (CAPF)
- Secure profiles
- Encrypted configuration files

Extensible Authentication Protocol - Flexible Authentication via Secure Tunneling (EAP-FAST)

Extensible Authentication Protocol - Flexible Authentication via Secure Tunneling (EAP-FAST) encrypts EAP transactions within a Transport Level Security (TLS) tunnel between the access point and the Remote Authentication Dial-in User Service (RADIUS) server such as the Cisco Access Control Server (ACS) or Cisco Identity Services Engine (ISE).

The TLS tunnel uses Protected Access Credentials (PACs) for authentication between the client (the Webex Desk Series) and the RADIUS server. The server sends an Authority ID (AID) to the client, which in turn selects the appropriate PAC. The client returns a PAC-Opaque to the RADIUS server. The server decrypts the PAC with its master-key. Both endpoints now have the PAC key and a TLS tunnel is created. EAP-FAST supports automatic PAC provisioning, but it must enable don the RADIUS server.

To enable EAP-FAST, a certificate must be installed on to the RADIUS server.

The Webex Desk Series currently supports automatic provisioning of the PAC only, so enable **Allow anonymous in-band PAC provisioning** on the RADIUS server.

Both EAP-GTC and EAP-MSCHAPv2 must be enabled when **Allow anonymous in-band PAC provisioning** is enabled.

EAP-FAST requires that a user account be created on the authentication server.

If anonymous PAC provisioning is not allowed in the production wireless LAN environment then a staging RADIUS server can be setup for initial PAC provisioning of the Webex Desk Series.

This requires that the staging RADIUS server be setup as a slave EAP-FAST server and components are replicated from the product master EAP-FAST server, which include user and group database and EAP-FAST master key and policy info.

Ensure the production master EAP-FAST RADIUS server is setup to send the EAP-FAST master keys and policies to the staging slave EAP-FAST RADIUS server, which will then allow the Webex Desk Series to use the provisioned PAC in the production environment where **Allow anonymous in-band PAC provisioning** is disabled.

When it is time to renew the PAC, then authenticated in-band PAC provisioning will be used, so ensure that **Allow authenticated in-band PAC provisioning** is enabled.

Ensure that the Webex Desk Series has connected to the network during the grace period to ensure it can use its existing PAC created either using the active or retired master key in order to get issued a new PAC.

Is recommended to only have the staging wireless LAN pointed to the staging RADIUS server and to disable the staging access point radios when not being used.

Extensible Authentication Protocol - Transport Layer Security (EAP-TLS)

Extensible Authentication Protocol - Transport Layer Security (EAP-TLS) is using the TLS protocol with PKI to secure communications to the authentication server.

TLS provides a way to use certificates for both user and server authentication and for dynamic session key generation.

A certificate is required to be installed.

EAP-TLS provides excellent security, but requires client certificate management.

EAP-TLS may also require a user account to be created on the authentication server matching the common name of the certificate imported into the Webex Desk Series.

It is recommended to use a complex password for this user account and that EAP-TLS is the only EAP type enabled on the RADIUS server.

Extensible Authentication Protocol – Tunneled Transport Layer Security (EAP-TTLS)

Extensible Authentication Protocol - Tunneled Transport Layer Security (EAP-TTLS) is an EAP protocol that extends Transport Layer Security (TLS).

EAP-TTLS requires that a user account be created on the authentication server.

The authentication server can be validated via importing a certificate into the Webex Desk Series.

Protected Extensible Authentication Protocol (PEAP)

Protected Extensible Authentication Protocol (PEAP) uses server-side public key certificates to authenticate clients by creating an encrypted SSL/TLS tunnel between the client and the authentication server.

The ensuing exchange of authentication information is then encrypted and user credentials are safe from eavesdropping.

PEAP-NONE, PEAP-GTC and PEAP-MSCHAPv2 are supported inner authentication protocols.

PEAP requires that a user account be created on the authentication server.

The authentication server can be validated via importing a certificate into the Webex Desk Series.

Quality of Service (QoS)

Quality of Service enables queuing to ensure high priority for voice and video traffic.

To enable proper queuing for voice, interactive video, and call control traffic use the following guidelines.

- Ensure that **WMM** is enabled on the access point.
- Create a QoS policy on the access point giving priority to voice, interactive video, and call control traffic.

Traffic Type	DSCP	802.1p	WMM UP	Port Range

Voice	EF (46)	5	6	UDP 16384 - 32767
TelePresence Calls (Voice & Video)	CS4 (32)	4	5	UDP 16384 - 32767
Call Control	CS3 (24)	3	4	TCP/UDP 5060 – 5061 or HTTPS 443

- Be sure that voice, interactive video, and call control packets have the proper QoS markings and other protocols are not using the same QoS markings.
- Enable Differentiated Services Code Point (DSCP) preservation on the Cisco IOS switch.

Call Admission Control (CAC)

The Webex Desk Series currently does not support Call Admission Control of voice or video streams.

If TSPEC is enabled for voice or video in the access point, then the priority of voice and video frames will be downgraded.

Wired QoS

Configure QoS settings and policies for the necessary network devices.

Configuring Cisco Switch Ports for WLAN Devices

Configure the Cisco Wireless LAN Controller and Cisco Access Point switch ports as well as any uplink switch ports.

If utilizing Cisco IOS Switches, use the following switch port configurations.

Enable COS trust for Cisco Wireless LAN Controller

```
mls qos
!
interface X
 mls qos trust cos
```

Enable DSCP trust for Cisco Access Points

```
mls qos
!
interface X
 mls qos trust dscp
```

If utilizing Cisco Meraki MS Switches, reference the Cisco Meraki MS Switch VoIP Deployment Guide.

https://meraki.cisco.com/lib/pdf/meraki_whitepaper_msvoip.pdf

Note: When using the Cisco Wireless LAN Controller, DSCP trust must be implemented or must trust the UDP data ports used by the Cisco Wireless LAN Controller (CAPWAP = UDP 5246 and 5247) on all interfaces where wireless packets will traverse to ensure QoS markings are correctly set.

Configuring Cisco Switch Ports for Wired IP Phones

Enable the Cisco wired IP phone switch ports for Cisco phone trust.

Below is a sample switch configuration:

```
mls qos
!
Interface X
 mls qos trust device cisco-phone
 mls qos trust dscp
```

Roaming

The Webex Desk Series enables both sets of frequencies, which allows the Webex Desk Series to connect to either 5 GHz or 2.4 GHz and enables interband roaming support.

802.1x without 802.11r (FT) can introduce delay during roaming due to its requirement for full re-authentication. WPA and WPA2 introduce additional transient keys and can lengthen roaming time.

When 802.11r (FT) is utilized, roaming times can be reduced to less than 100 ms, where that transition time from one access point to another will not be audible to the user.

The Webex Desk Series does not currently support 802.11r (FT).

Authentication	Roaming Time
WPA/WPA2 Personal	150 ms
WPA/WPA2 Enterprise	300 ms

The Webex Desk Series manages the scanning and roaming events.

The roaming trigger for the majority of roams should be due to meeting the required RSSI differential based on the current RSSI, which results in seamless roaming (no voice interruptions).

Interband Roaming

The Webex Desk Series enables both sets of frequencies, which enables interband roaming and currently gives preference to the strongest signal. Typically this will give preference to 2.4 GHz over 5 GHz due to 2.4 GHz having a stronger signal in general assuming the power levels are the same.

At power on, the Webex Desk Series will scan all 2.4 and 5 GHz channels, then attempt to associate to an access point for the configured network if available.

It is recommended to perform a spectrum analysis to ensure that the desired bands can be enabled in order to perform interband roaming.

Power Management

The power supply is required to enable the Webex Desk Series for wireless LAN mode, as there is no internal battery.

Wireless LAN is automatically disabled temporarily when Ethernet is connected to the Webex Desk Series, but will be automatically re-enabled once Ethernet is disconnected if Wireless LAN was enabled previously.

The Webex Desk Series primarily uses active mode (no Wi-Fi power save) when in idle or on call.

Null Power Save (PS-NULL) frames are utilized for off-channel scanning.

Delivery Traffic Indicator Message (DTIM)

It is recommended to set the DTIM period to **2** with a beacon period of **100 ms**.

Since the Webex Desk Series uses active mode, the DTIM period will not be used to schedule wake up periods to check for broadcast and multicast packets as well as any unicast packets.

Broadcast and multicast traffic will be queued until the DTIM period when there are power save enabled clients associated to the access point, so DTIM will determine how quickly these packets can be delivered to the client. If using multicast applications, a shorter DTIM period can be used.

When multiple multicast streams exist on the wireless LAN frequently, then it is recommended to set the DTIM period to **1**.

Call Capacity

Design the network to accommodate the desired call capacity.

The Cisco Access Point can support up to 27 bi-directional voice streams for both 802.11a/n/ac and 802.11g/n at a data rate of 24 Mbps or higher. To achieve this capacity, there must be minimal wireless LAN background traffic and initial radio frequency (RF) utilization.

The number of calls may vary depending on the data rate, initial channel utilization, and the environment.

Audio Only Calls

Below lists the maximum number of audio only calls (single bi-directional voice stream) supported per access point / channel.

Max # of Audio Calls	802.11 Mode	Audio Codec	Audio Bit Rate	Data Rate
13	5 GHz or 2.4 GHz	G.722 / G.711	64 Kbps	6 Mbps
20	5 GHz or 2.4 GHz	G.722 / G.711	64 Kbps	12 Mbps
27	5 GHz or 2.4 GHz	G.722 / G.711	64 Kbps	24 Mbps or higher

Video Calls

Video calls over Wireless LAN will significantly reduce the potential call capacity.

Below lists the maximum number of video calls (single bi-directional voice and video stream) supported per access point / channel for each video bit rate.

If there are two Webex Desk Series endpoints communicating to each other, then that is two bi-directional voice and video streams.

Max # of Video Calls	802.11 Mode	Audio Codec	Audio Bit Rate	Video Type	Video Resolution	Video Bit Rate
2-11+	5 GHz or 2.4 GHz	G.722 / G.711	64 Kbps	HD 720p	1280 x 720	1000 Kbps
1-7+	5 GHz or 2.4 GHz	G.722 / G.711	64 Kbps	FHD 1080p	1920 x 1080	2500 Kbps

Note: Currently there is no Call Admission Control support.

Multicast

When enabling multicast in the wireless LAN, performance and capacity must be considered.

If there is an associated client that is in power save mode, then all multicast packets will be queued until the DTIM period.

The Webex Desk Series utilizes active mode primarily, but if there is an associated client that is in power save mode, then all multicast packets will be queued until the DTIM period.

With multicast, there is no guarantee that the packet will be received the by the client.

The multicast traffic will be sent at the highest mandatory / basic data rate enabled on the access point, so will want to ensure that only the lowest enabled rate is configured as the only mandatory / basic rate.

The client will send the IGMP join request to receive that multicast stream. The client will send the IGMP leave when the session is to be ended.

The Webex Desk Series supports the IGMP query feature, which can be used to reduce the amount of multicast traffic on the wireless LAN when not necessary.

Ensure that IGMP snooping is also enabled on all switches.

Note: If using Coexistence where 802.11b/g/n and Bluetooth are being used simultaneously, then multicast voice is not supported.

Configuring the Cisco Wireless LAN

Cisco AireOS Wireless LAN Controller and Lightweight Access Points

When configuring the Cisco Wireless LAN Controller and Lightweight Access Points, use the following guidelines:

- Ensure **802.11r (FT)** and **CCKM** are not configured as mandatory
- Set **Quality of Service (QoS)** to **Platinum**
- Set the **WMM Policy** to **Required**
- Ensure **802.11k** is **Disabled**

- Ensure **802.11v** is **Disabled**
- Ensure **Session Timeout** is enabled and configured correctly
- Ensure **Broadcast Key Interval** is enabled and configured correctly
- Ensure **Aironet IE** is **Enabled**
- Disable **P2P (Peer to Peer) Blocking Action**
- Ensure **Client Exclusion** is configured correctly
- Disable **DHCP Address Assignment Required**
- Set **Protected Management Frame (PMF)** to **Optional** or **Disabled**
- Set **MFP Client Protection** to **Optional** or **Disabled**
- Set the **DTIM Period** to **2**
- Set **Client Load Balancing** to **Disabled**
- Set **Client Band Select** to **Disabled**
- Set **IGMP Snooping** to **Enabled**
- Enable **Symmetric Mobile Tunneling Mode** if Layer 3 mobility is utilized
- Enable **ClientLink** if utilizing Cisco 802.11n capable Access Points
- Configure the **Data Rates** as necessary
- Configure **Auto RF** as necessary
- Set **EDCA Profile** to **Voice Optimized** or **Voice and Video Optimized**
- Set **Enable Low Latency MAC** to **Disabled**
- Ensure that **Power Constraint** is **Disabled**
- Enable **Channel Announcement** and **Channel Quiet Mode**
- Configure the **High Throughput Data Rates** as necessary
- Configure the **Frame Aggregation** settings
- Enable **CleanAir** if utilizing Cisco access points with CleanAir technology
- Configure **Multicast Direct Feature** as necessary
- Set the **802.1p tag** to **5** for the **Platinum** QoS profile

802.11 Network Settings

It is recommended to have the Webex Desk Series operate on the 5 GHz band only due to having many channels available and not as many interferers as the 2.4 GHz band has.

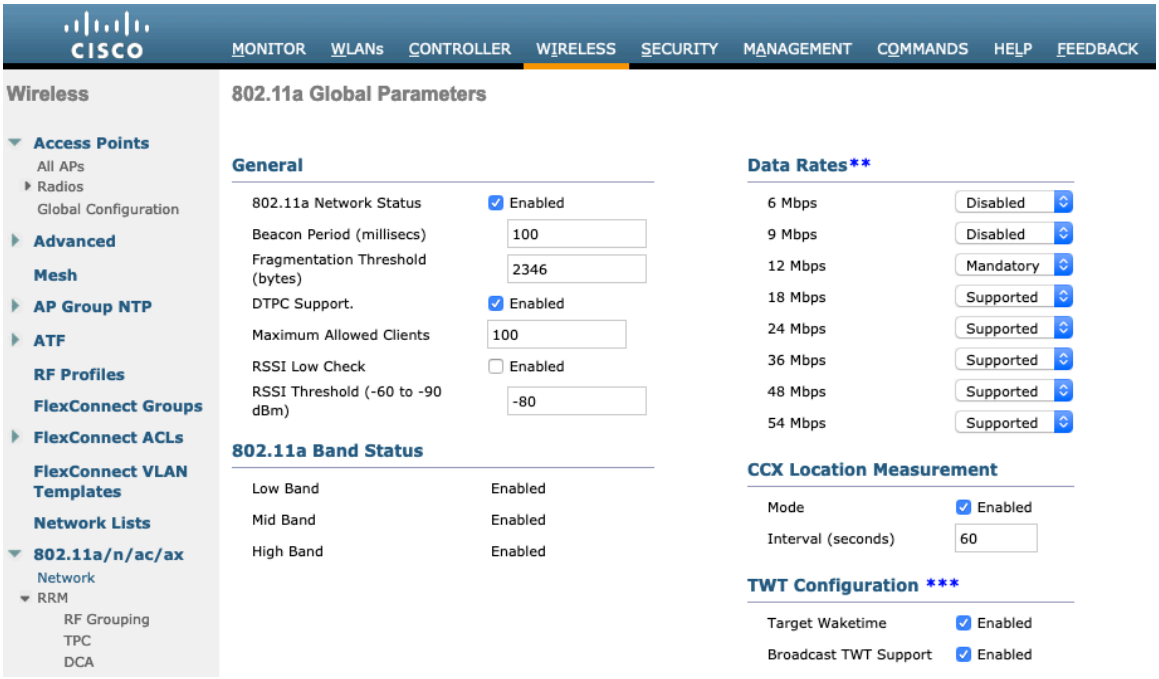
If wanting to use 5 GHz, ensure the 802.11a/n/ac network status is **Enabled**.

Set the **Beacon Period** to **100 ms**.

If using Cisco 802.11n capable Access Points, ensure **ClientLink** is enabled.

Maximum Allowed Clients can be configured as necessary.

Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.



If wanting to use 2.4 GHz, ensure the 802.11b/g/n network status and 802.11g are **Enabled**.

Set the **Beacon Period** to **100 ms**.

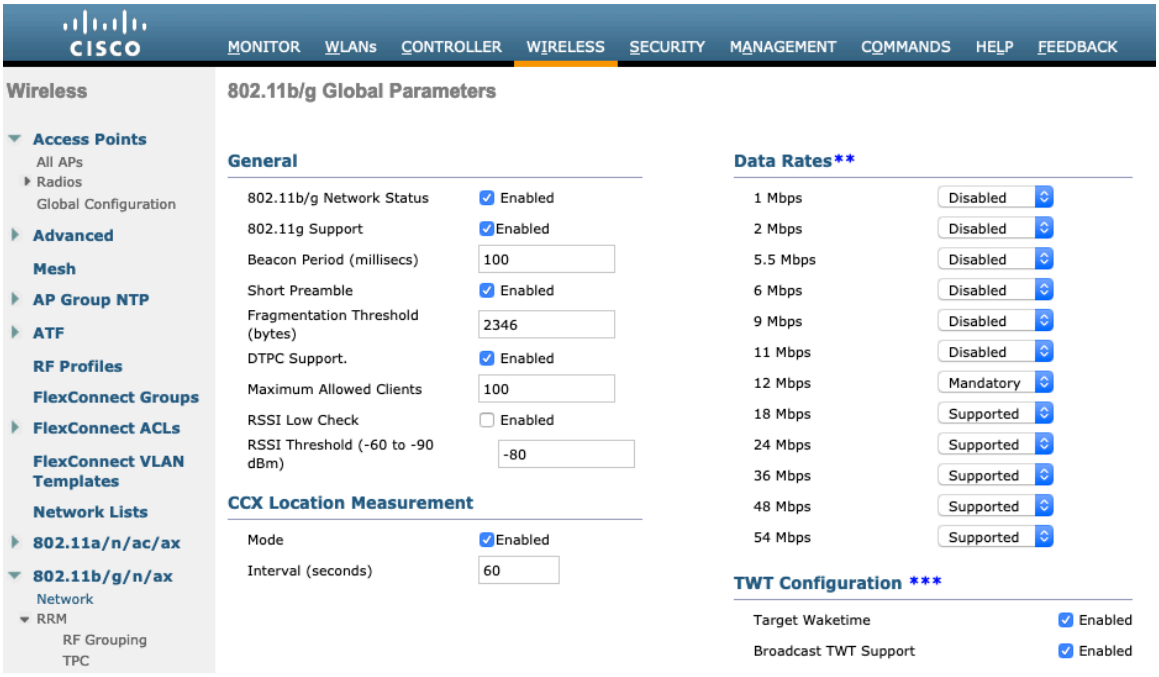
Short Preamble should be **Enabled** in the 2.4 GHz radio configuration setting on the access point when no legacy clients that require a long preamble are present in the wireless LAN. By using the short preamble instead of long preamble, the wireless network performance is improved.

If using Cisco 802.11n capable Access Points, ensure **ClientLink** is enabled.

Maximum Allowed Clients can be configured as necessary.

Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates assuming that there will not be any 802.11b only clients that will connect to the wireless LAN; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.

If 802.11b clients exist, then 11 Mbps should be set as the mandatory (basic) rate and 12 Mbps and higher as supported (optional).



Beamforming (ClientLink)

Enable **ClientLink** if using Cisco 802.11n capable Access Points.

Use the following commands to enable the beamforming feature globally for all access points or for individual access point radios.

(Cisco Controller) >config 802.11a beamforming global enable

(Cisco Controller) >config 802.11a beamforming ap <ap_name> enable

(Cisco Controller) >config 802.11b beamforming global enable

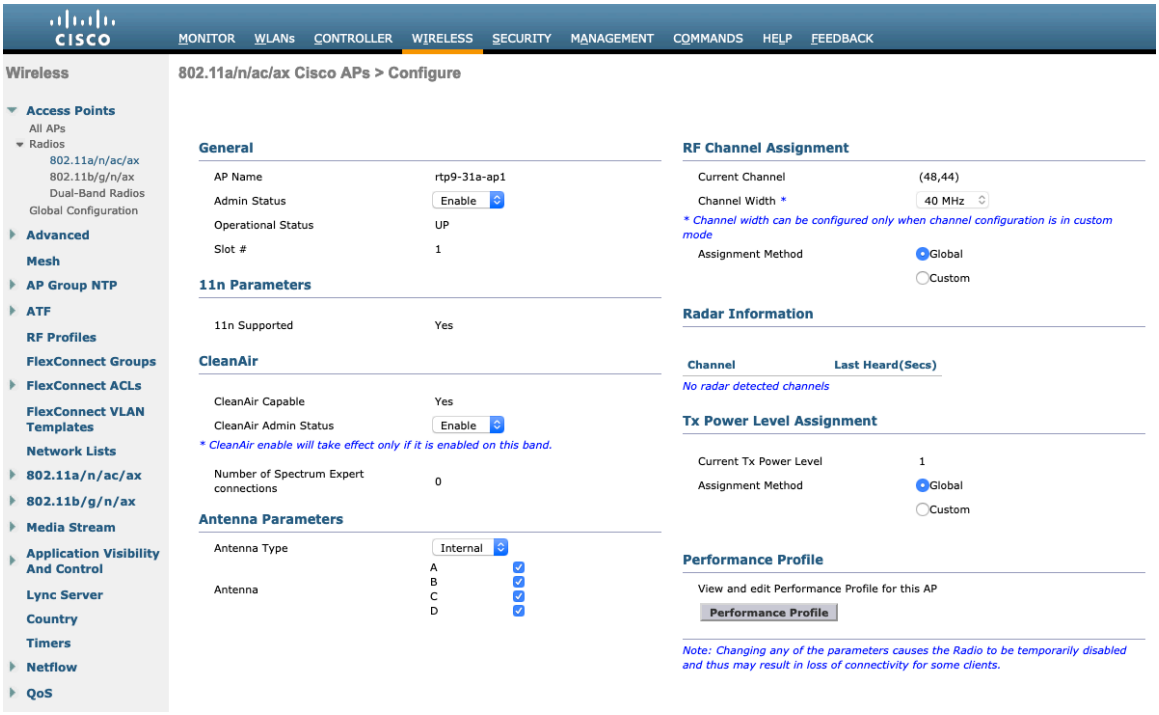
(Cisco Controller) >config 802.11b beamforming ap <ap_name> enable

The current status of the beamforming feature can be displayed by using the following command.

(Cisco Controller) >show 802.11a

(Cisco Controller) >show 802.11b

Legacy Tx Beamforming setting..... **Enabled**

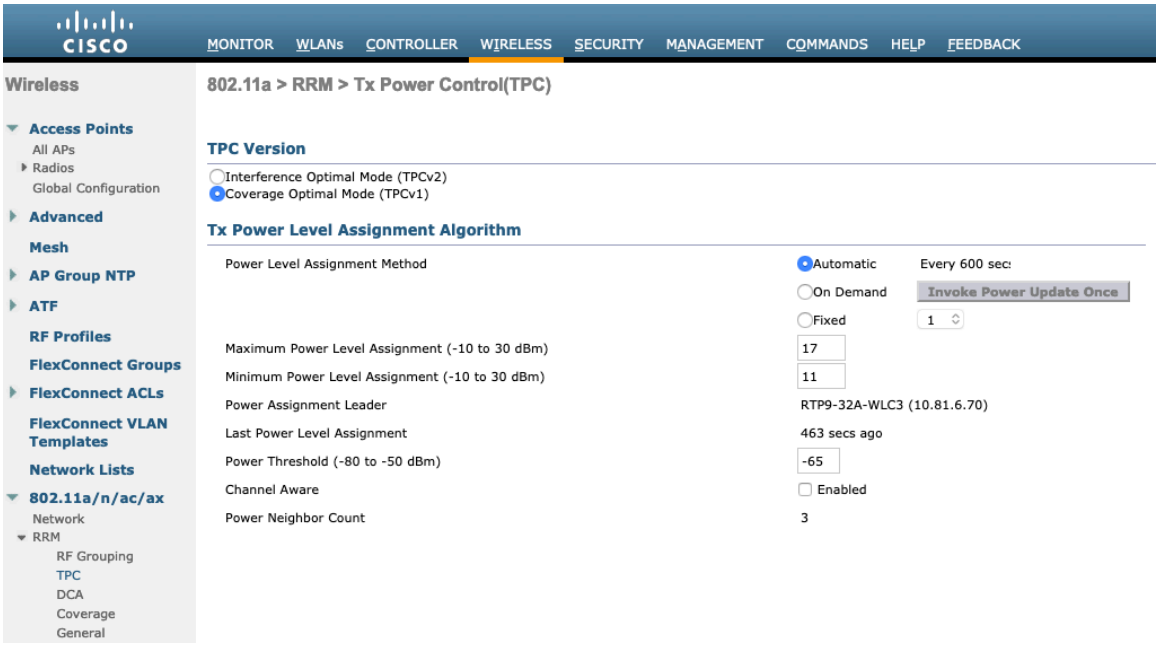


Auto RF (RRM)

When using the Cisco Wireless LAN Controller it is recommended to enable Auto RF to manage the channel and transmit power settings.

Configure the access point transmit power level assignment method for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

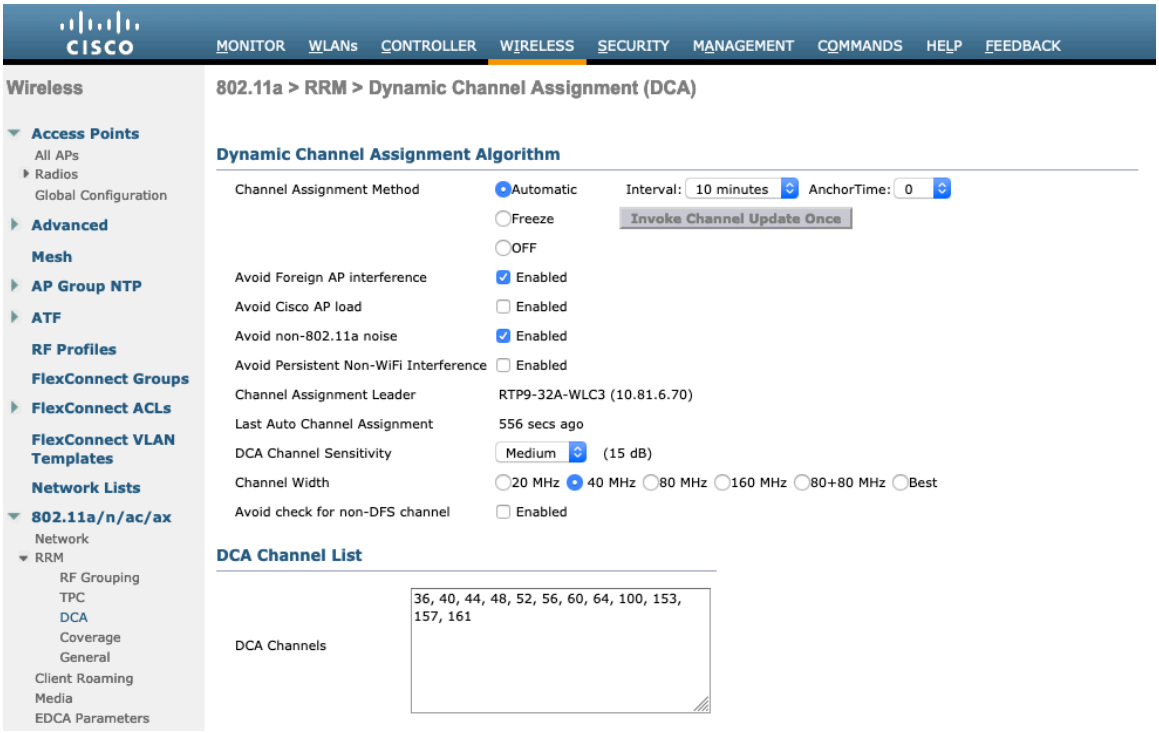
If using automatic power level assignment, a maximum and minimum power level can be specified.



If using 5 GHz, the number of channels can be limited (e.g. 12 channels only) to avoid any potential delay of access point discovery due to having to scan many channels.

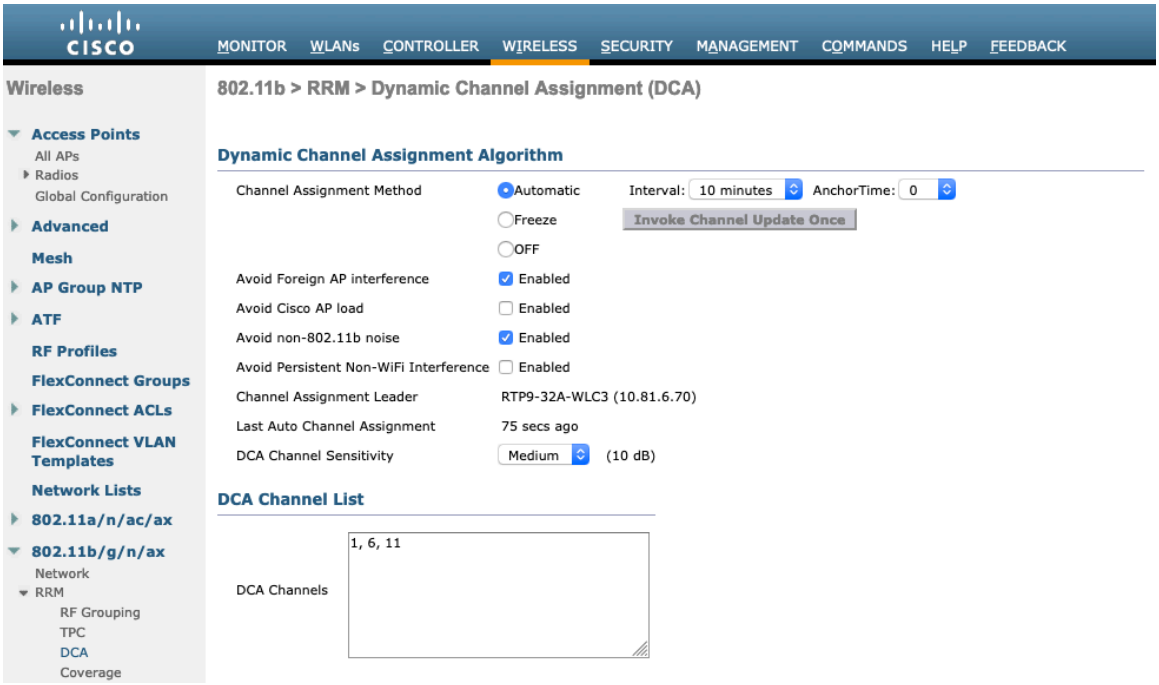
The 5 GHz channel width can be configured for 20 MHz or 40 MHz if using Cisco 802.11n Access Points and 20 MHz, 40 MHz, or 80 MHz if using Cisco 802.11ac Access Points.

It is recommended to utilize the same channel width for all access points.



If using 2.4 GHz, only channels 1, 6, and 11 should be enabled in the DCA list.

It is recommended to configure the 2.4 GHz channel for 20 MHz even if using Cisco 802.11n Access Points capable of 40 MHz due to the limited number of channels available in 2.4 GHz.



Individual access points can be configured to override the global setting to use dynamic channel and transmit power assignment for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

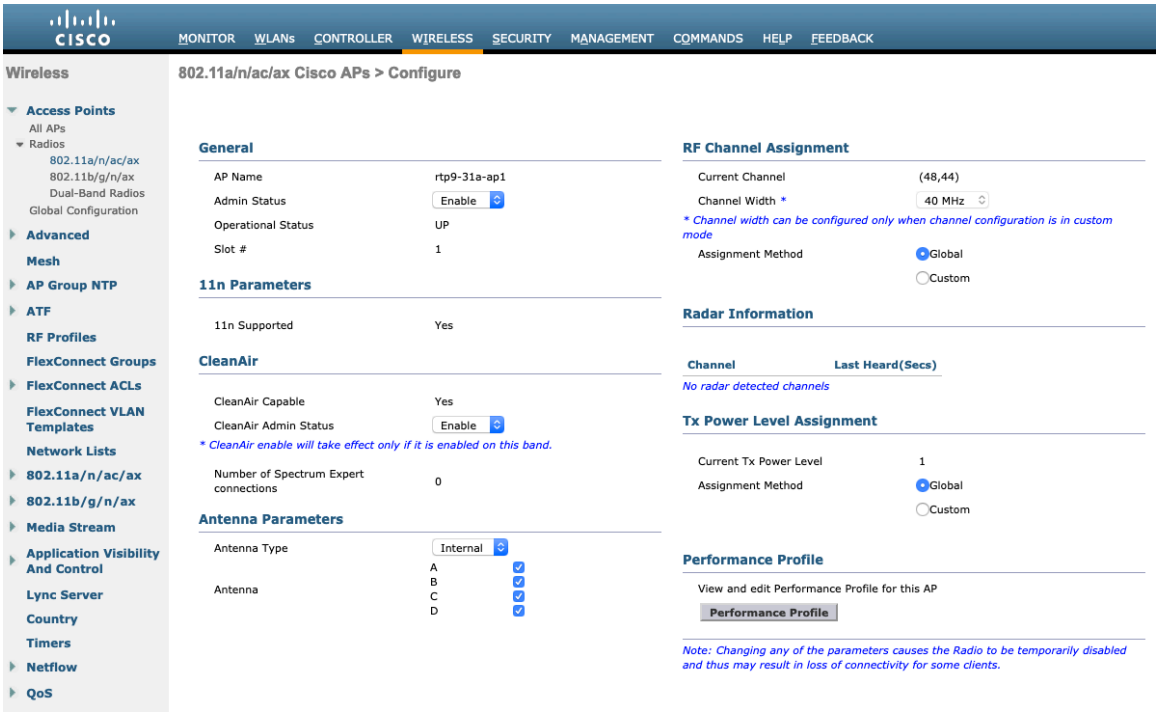
Other access points can be enabled for automatic assignment method and account for the access points that are statically configured.

This may be necessary if there is an intermittent interferer present in an area.

The 5 GHz channel width can be configured for 20 MHz or 40 MHz if using Cisco 802.11n Access Points and 20 MHz, 40 MHz, or 80 MHz if using Cisco 802.11ac Access Points.

It is recommended to use channel bonding only if using 5 GHz.

It is recommended to utilize the same channel width for all access points.



Client Roaming

The Webex Desk Series does not utilize the RF parameters in the Client Roaming section of the Cisco Wireless LAN Controller as scanning and roaming is managed independently by the device itself.

EDCA Parameters

Set the EDCA profile to either **Voice Optimized** or **Voice & Video Optimized** and disable **Low Latency MAC** for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

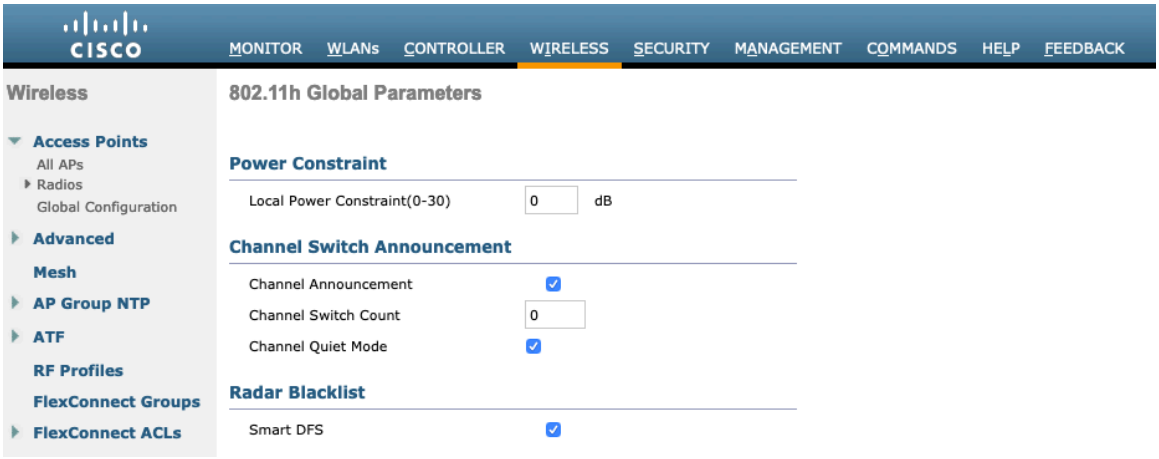
Low Latency MAC (LLM) reduces the number of retransmissions to 2-3 per packet depending on the access point platform, so it can cause issues if multiple data rates are enabled.

LLM is not supported on the Cisco 802.11n/ac Access Points.

DFS (802.11h)

Power Constraint should be left un-configured or set to 0 dB.

Channel Announcement and **Channel Quiet Mode** should be **Enabled**.



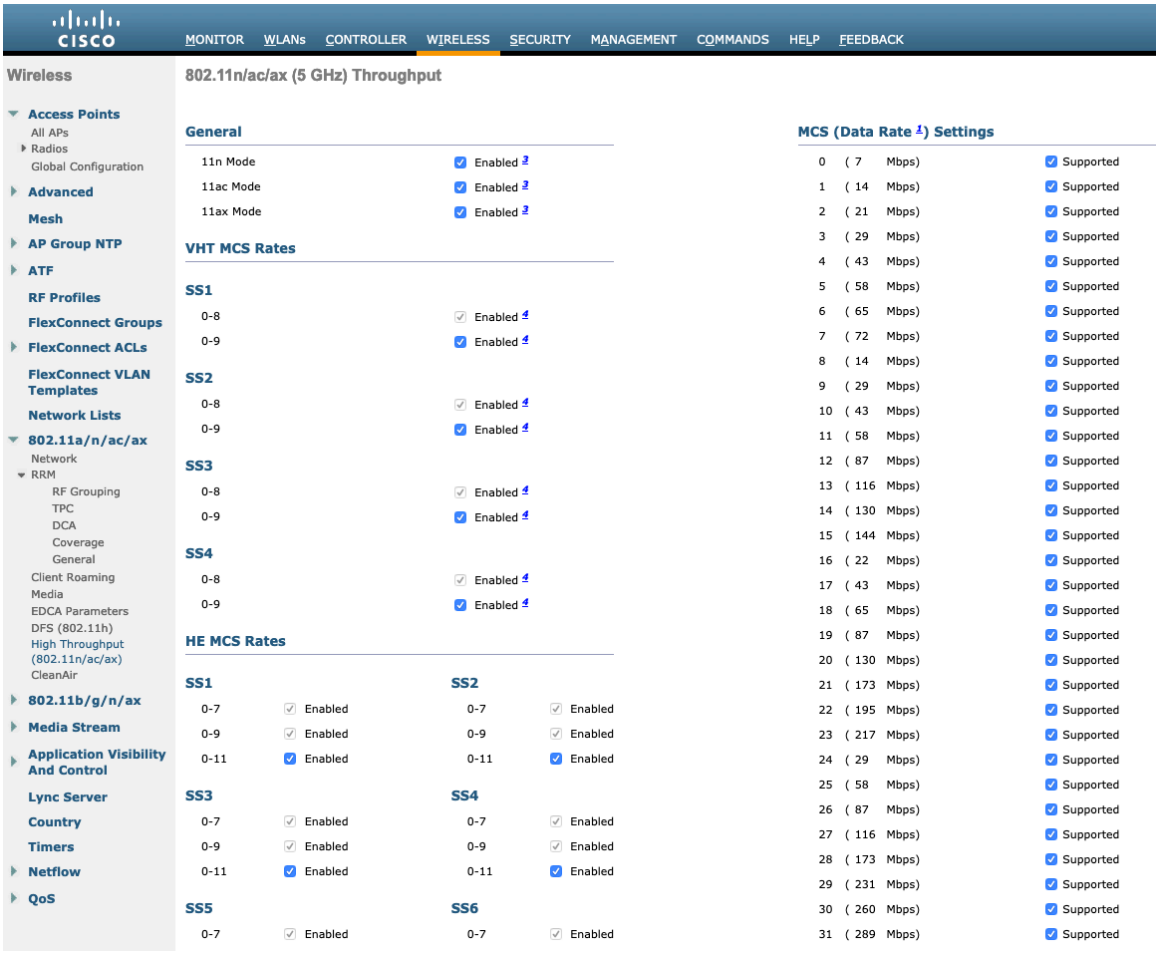
High Throughput (802.11n/ac)

The 802.11n data rates can be configured per radio (2.4 GHz and 5 GHz).

802.11ac data rates are applicable to 5 GHz only.

Ensure that **WMM** is enabled and **WPA2(AES)** is configured in order to utilize 802.11n/ac data rates.

The Webex Desk Series supports HT MCS 0 – MCS 15 and VHT MCS 0 – MCS 9 1SS and 2SS data rates only, but higher MCS rates can optionally be enabled if there are other 802.11n/ac clients utilizing the same band frequency that include MIMO antenna technology, which can take advantage of those higher data rates.



Frame Aggregation

Frame aggregation is a process of packaging multiple MAC Protocol Data Units (MPDUs) or MAC Service Data Units (MSDUs) together to reduce the overheads where in turn throughput and capacity can be optimized. Aggregation of MAC Protocol Data Unit (A-MPDU) requires the use of block acknowledgements.

It is required to adjust the A-MPDU and A-MSDU settings to the following to optimize the experience with the Webex Desk Series.

A-MSDU
User Priority 1, 2 = Enabled
User Priority 0, 3, 4, 5, 6, 7 = Disabled

A-MPDU
User Priority 0, 3, 4, 5 = Enabled
User Priority 1, 2, 6, 7 = Disabled

Use the following commands to configure the A-MPDU and A-MSDU settings per the Webex Desk Series requirements.

In order to configure the 5 GHz settings, the 802.11a network will need to be disabled first, then re-enabled after the changes are complete.

```
config 802.11a 11nSupport a-msdu tx priority 1 enable
config 802.11a 11nSupport a-msdu tx priority 2 enable
config 802.11a 11nSupport a-msdu tx priority 0 disable
```

```
config 802.11a 11nSupport a-msdu tx priority 3 disable
config 802.11a 11nSupport a-msdu tx priority 4 disable
config 802.11a 11nSupport a-msdu tx priority 5 disable
config 802.11a 11nSupport a-msdu tx priority 6 disable
config 802.11a 11nSupport a-msdu tx priority 7 disable

config 802.11a 11nSupport a-mpdu tx priority 0 enable
config 802.11a 11nSupport a-mpdu tx priority 3 enable
config 802.11a 11nSupport a-mpdu tx priority 4 enable
config 802.11a 11nSupport a-mpdu tx priority 5 enable
config 802.11a 11nSupport a-mpdu tx priority 1 disable
config 802.11a 11nSupport a-mpdu tx priority 2 disable
config 802.11a 11nSupport a-mpdu tx priority 6 disable
config 802.11a 11nSupport a-mpdu tx priority 7 disable
```

In order to configure the 2.4 GHz settings, the 802.11b/g network will need to be disabled first, then re-enabled after the changes are complete.

```
config 802.11b 11nSupport a-msdu tx priority 1 enable
config 802.11b 11nSupport a-msdu tx priority 2 enable
config 802.11b 11nSupport a-msdu tx priority 0 disable
config 802.11b 11nSupport a-msdu tx priority 3 disable
config 802.11b 11nSupport a-msdu tx priority 4 disable
config 802.11b 11nSupport a-msdu tx priority 5 disable
config 802.11b 11nSupport a-msdu tx priority 6 disable
config 802.11b 11nSupport a-msdu tx priority 7 disable

config 802.11b 11nSupport a-mpdu tx priority 0 enable
config 802.11b 11nSupport a-mpdu tx priority 3 enable
config 802.11b 11nSupport a-mpdu tx priority 4 enable
config 802.11b 11nSupport a-mpdu tx priority 5 enable
config 802.11b 11nSupport a-mpdu tx priority 1 disable
config 802.11b 11nSupport a-mpdu tx priority 2 disable
config 802.11b 11nSupport a-mpdu tx priority 6 disable
config 802.11b 11nSupport a-mpdu tx priority 7 disable
```

To view the current A-MPDU and A-MSDU configuration, enter either **show 802.11a** for 5 GHz or **show 802.11b** for 2.4 GHz.

```
802.11n Status:
    A-MSDU Tx:
    Priority 0..... Disabled
    Priority 1..... Enabled
    Priority 2..... Enabled
    Priority 3..... Disabled
    Priority 4..... Disabled
    Priority 5..... Disabled
    Priority 6..... Disabled
    Priority 7..... Disabled
A-MPDU Tx:
    Priority 0..... Enabled
    Priority 1..... Disabled
```

Priority 2..... Disabled

Priority 3..... Enabled

Priority 4..... Enabled

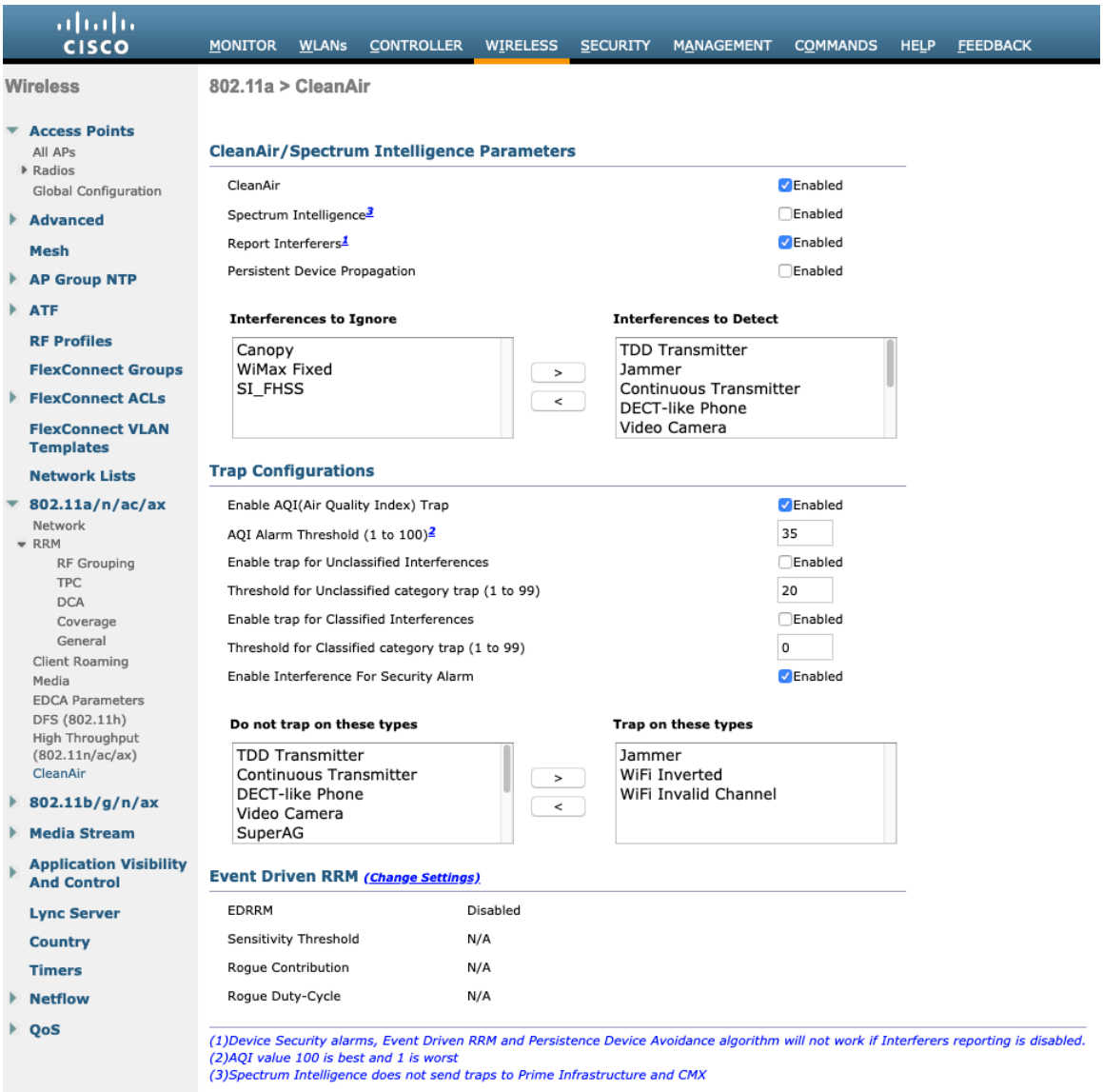
Priority 5..... Enabled

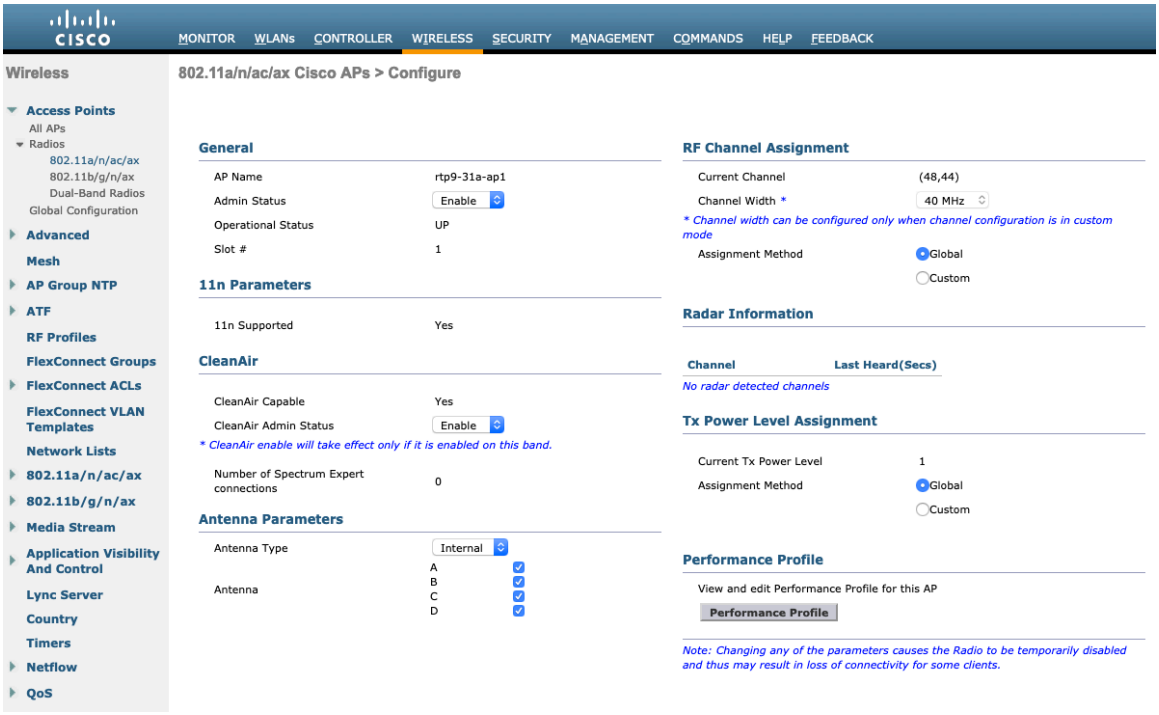
Priority 6..... Disabled

Priority 7..... Disabled

CleanAir

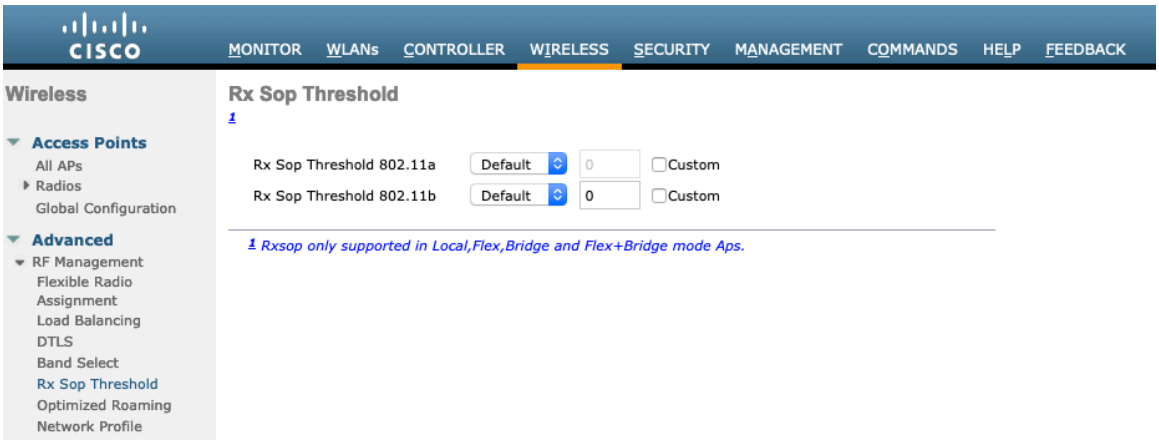
CleanAir should be **Enabled** when utilizing Cisco access points with CleanAir technology in order to detect any existing interferers.





Rx Sop Threshold

It is recommended to use the default value for **Rx Sop Threshold**.



WLAN Settings

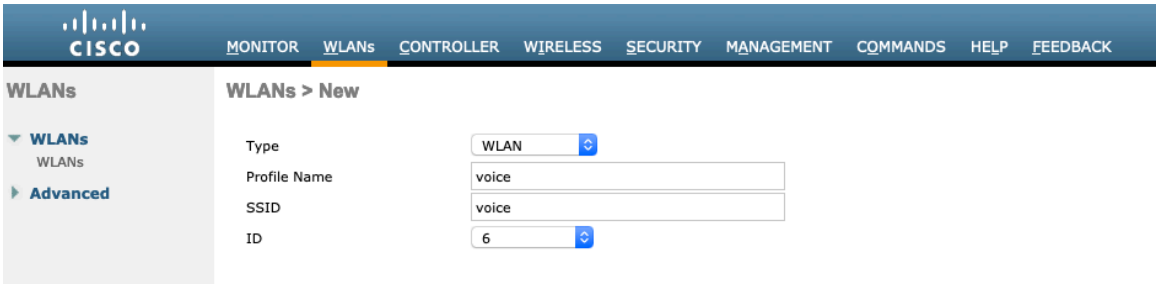
It is recommended to have a separate SSID for the Webex Desk Series.

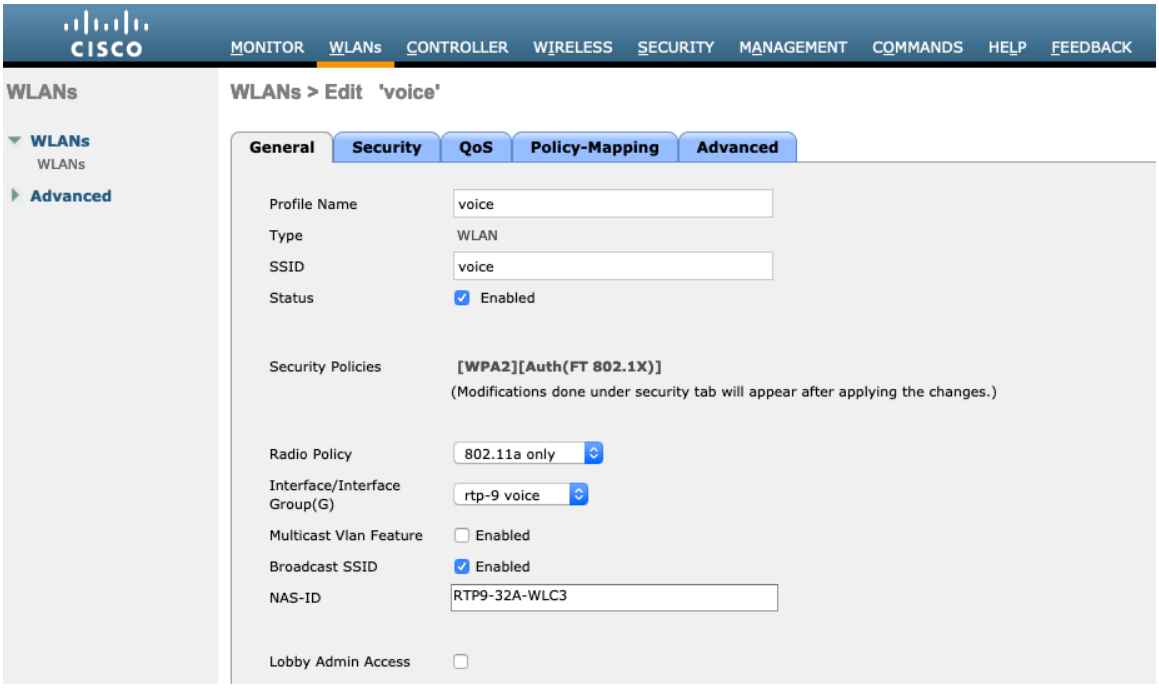
However, if there is an existing SSID configured to support voice capable Cisco Wireless LAN endpoints already, then that WLAN can be utilized instead.

The SSID to be used by the Webex Desk Series can be configured to only apply to a certain 802.11 radio type (e.g. 802.11a only).

It is recommended to have the Webex Desk Series operate on the 5 GHz band only due to having many channels available and not as many interferers as the 2.4 GHz band has.

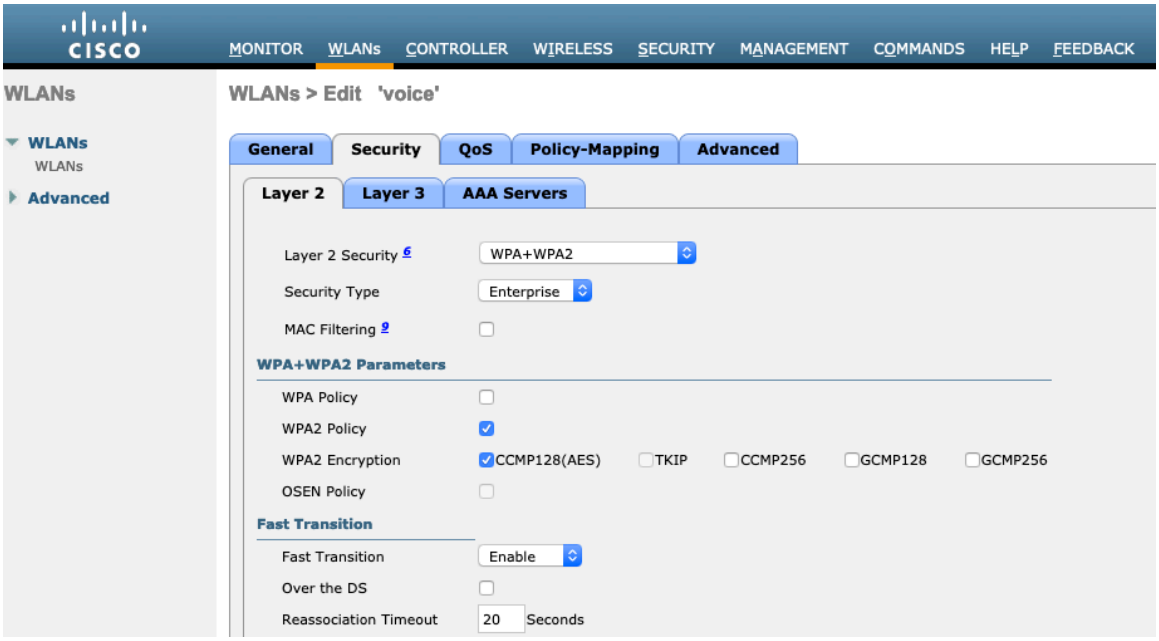
Ensure that the selected SSID is not utilized by any other wireless LANs as that could lead to failures when powering on or during roaming; especially if a different security type is utilized.

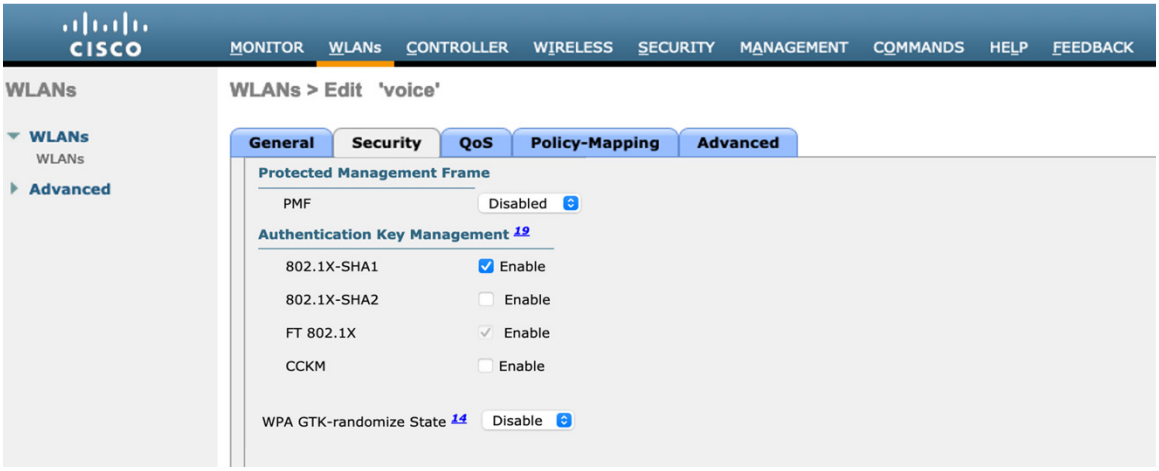


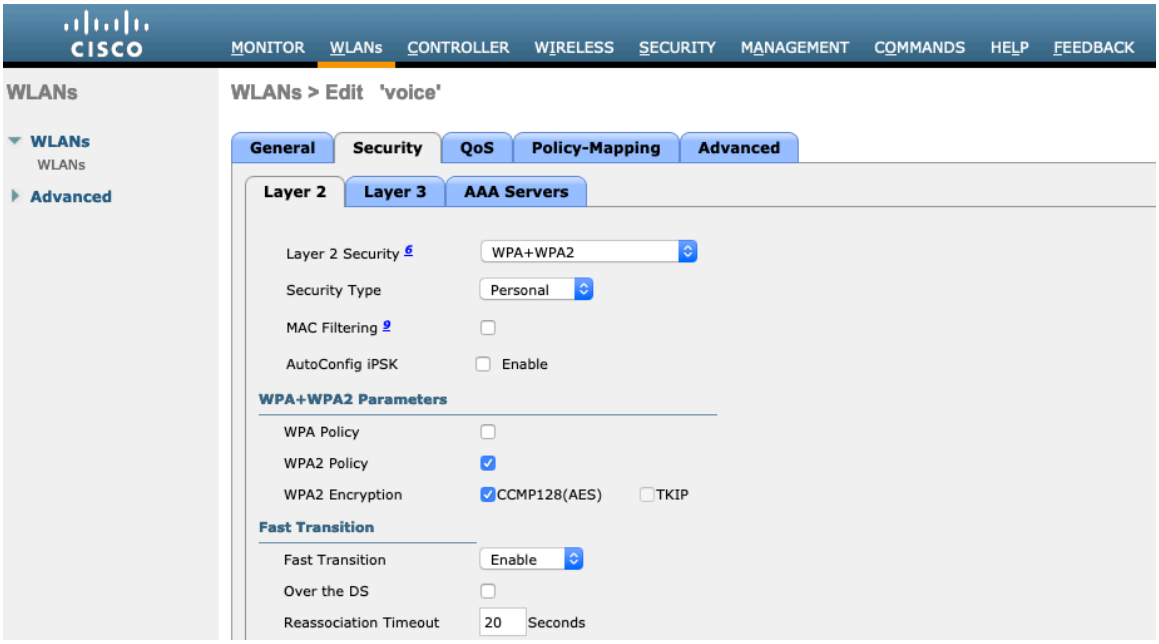


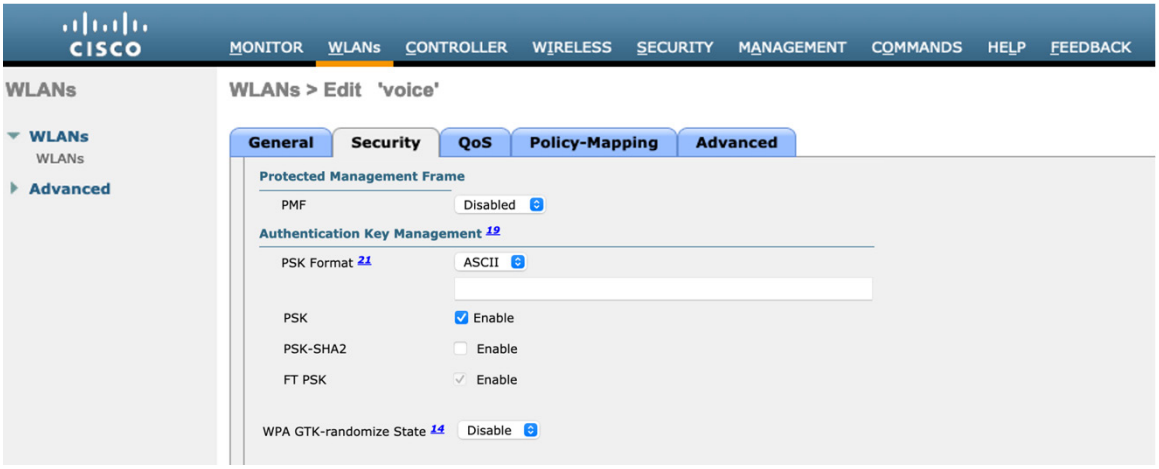
Protected Management Frame should be set to **Optional** or **Disabled.**

Enable WPA2 policy with AES encryption then 802.1x-SHA1 or PSK for authenticated key management type depending on whether 802.1x or PSK is to be utilized.


MONITOR WLANs CONTROLLER WIRELESS SECURITY MANAGEMENT COMMANDS HELP FEEDBACK
WLANs
WLANs > Edit 'voice'
WLANs
WLANs
Advanced
General Security QoS Policy-Mapping Advanced
Layer 2 Layer 3 AAA Servers
Layer 2 Security 6 WPA+WPA2
Security Type Enterprise
MAC Filtering 9
WPA+WPA2 Parameters
WPA Policy
WPA2 Policy
WPA2 Encryption CCMP128(AES) TKIP CCMP256 GCMP128 GCMP256
OSEN Policy
Fast Transition
Fast Transition Enable
Over the DS
Reassociation Timeout 20 Seconds


MONITOR WLANs CONTROLLER WIRELESS SECURITY MANAGEMENT COMMANDS HELP FEEDBACK
WLANs
WLANs > Edit 'voice'
WLANs
WLANs
Advanced
General Security QoS Policy-Mapping Advanced
Protected Management Frame
PMF Disabled
Authentication Key Management 19
802.1X-SHA1 Enable
802.1X-SHA2 Enable
FT 802.1X Enable
CCKM Enable
WPA GTK-randomize State 14 Disable


MONITOR WLANs CONTROLLER WIRELESS SECURITY MANAGEMENT COMMANDS HELP FEEDBACK
WLANs
WLANs > Edit 'voice'
WLANs
WLANs
Advanced
General Security QoS Policy-Mapping Advanced
Layer 2 Layer 3 AAA Servers
Layer 2 Security 6 WPA+WPA2
Security Type Personal
MAC Filtering 9
AutoConfig iPSK Enable
WPA+WPA2 Parameters
WPA Policy
WPA2 Policy
WPA2 Encryption CCMP128(AES) TKIP
Fast Transition
Fast Transition Enable
Over the DS
Reassociation Timeout 20 Seconds



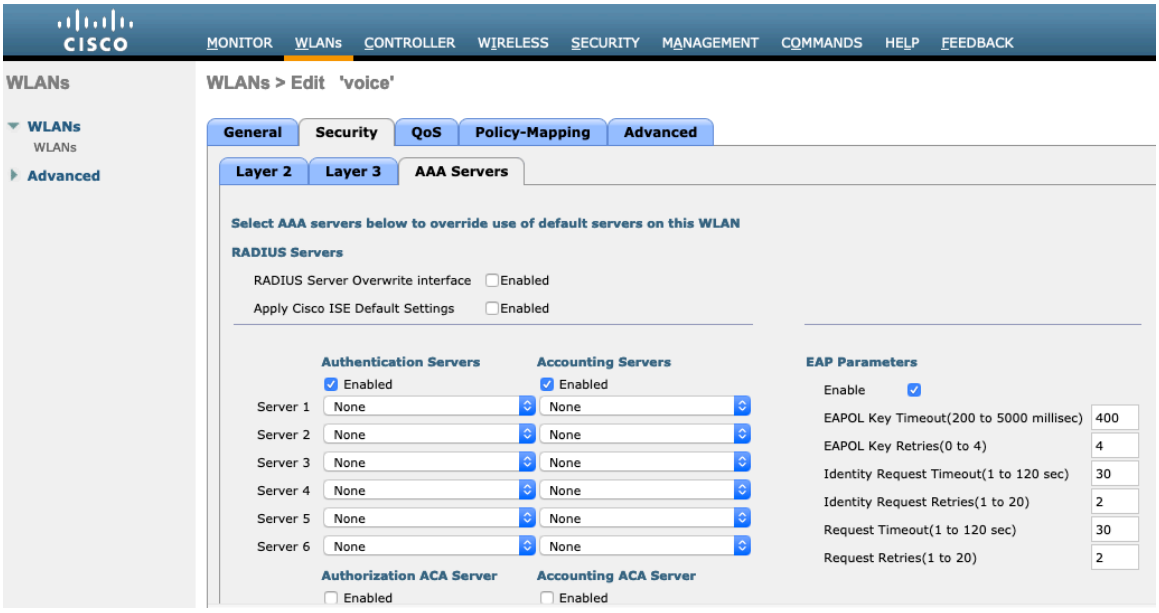
802.11r (FT), CCKM and/or PSK may also be enabled if wanting to utilize the same SSID for various type of voice clients, depending on whether 802.1x or PSK is being utilized.

RADIUS Authentication and Account Servers can be configured at a per SSID level to override the global list.

If **Enabled** and not specified (set to **None**), then the global list of RADIUS servers defined at **Security > AAA > RADIUS** will be utilized.

All EAP parameters can be configured at a per SSID level or at the global level, except for the EAP-Broadcast Key Interval, which can only be configured at the global level.

If wanting to configure the EAP parameters at the per SSID level, check **Enable** in the EAP Parameters section and enter the desired values.

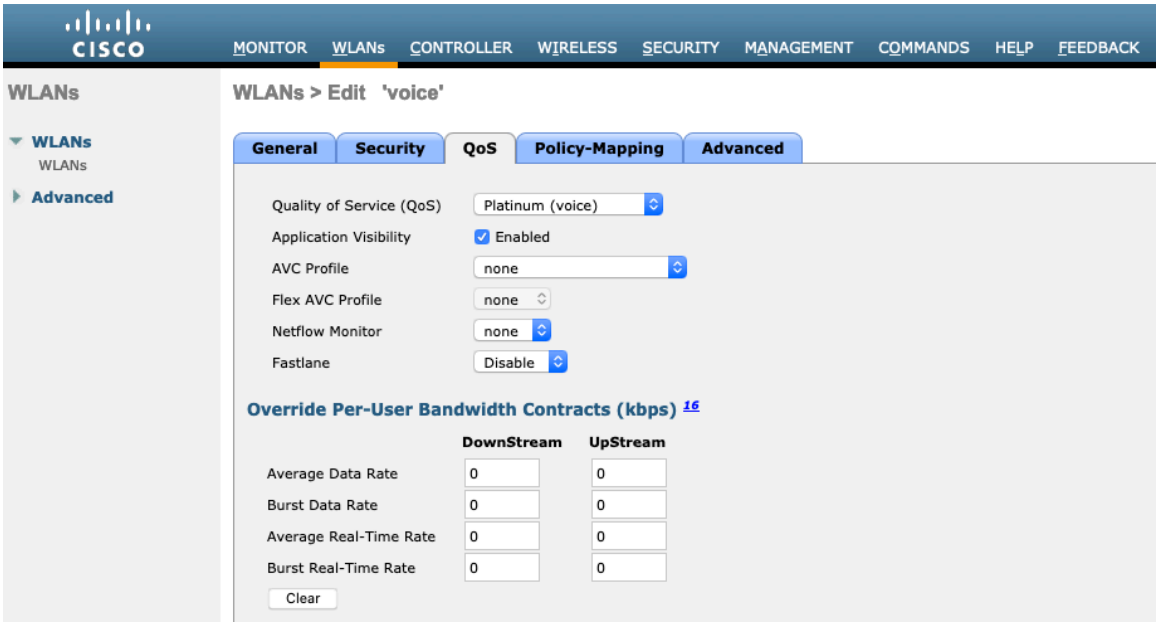


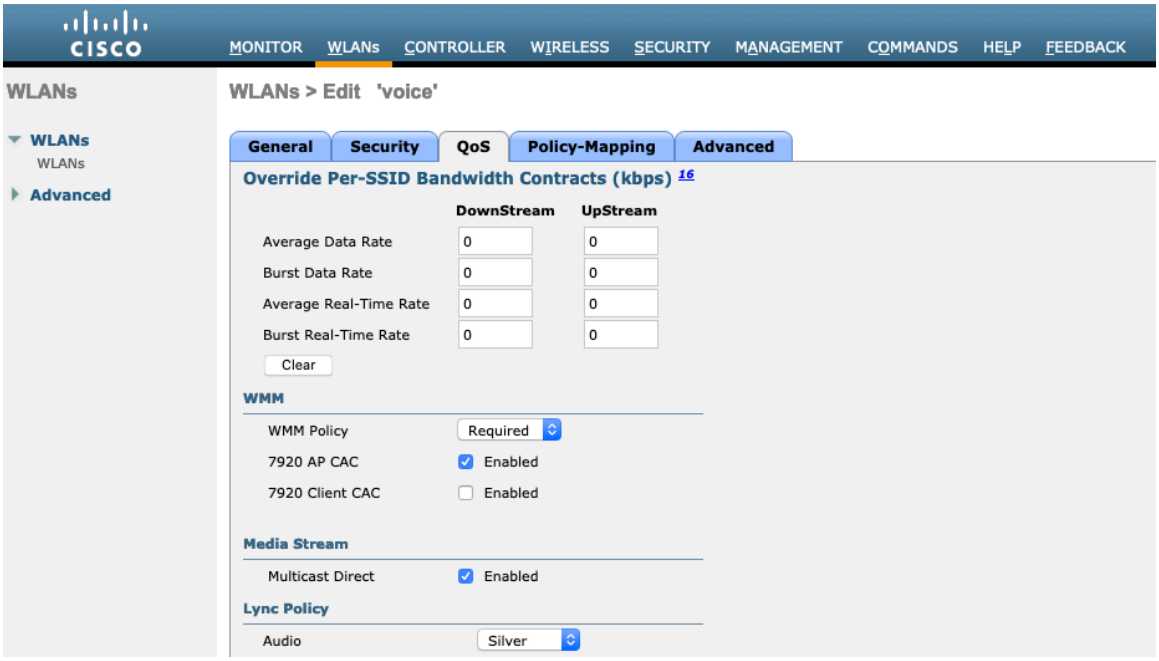
The WMM policy should be set to **Required** only if the Webex Desk Series or other WMM enabled phones will be using this SSID.

If there are non-WMM clients existing in the WLAN, it is recommended to put those clients on another WLAN.

If non-other WMM clients must utilize the same SSID as the Webex Desk Series, then ensure the WMM policy is set to **Allowed.**

Enabling WMM will enable the 802.11e version of QBSS.





Configure **Enable Session Timeout** as necessary per your requirements. It is recommended to enable the session timeout for 86400 seconds to avoid possible interruptions during audio calls, but also to re-validate client credentials periodically to ensure that the client is using valid credentials.

Enable Aironet Extensions (**Aironet IE).**

Peer to Peer (P2P) Blocking Action should be disabled.

Configure **Client Exclusion** as necessary.

The **Maximum Allowed Clients Per AP Radio** can be configured as necessary.

Off Channel Scanning Defer can be tuned to defer scanning for certain queues as well as the scan defer time.

If using best effort applications frequently or if DSCP values for priority applications (e.g. voice and call control) are not preserved to the access point, then is recommended to enable the lower priority queues (0-3) along with the higher priority queues (4-6) to defer off channel scanning as well as potentially increasing the scan defer time.

For deployments where EAP failures occur frequently, it is recommended to enable priority queue 7 to defer off channel scanning during EAP exchanges.

DHCP Address Assignment Required should be disabled.

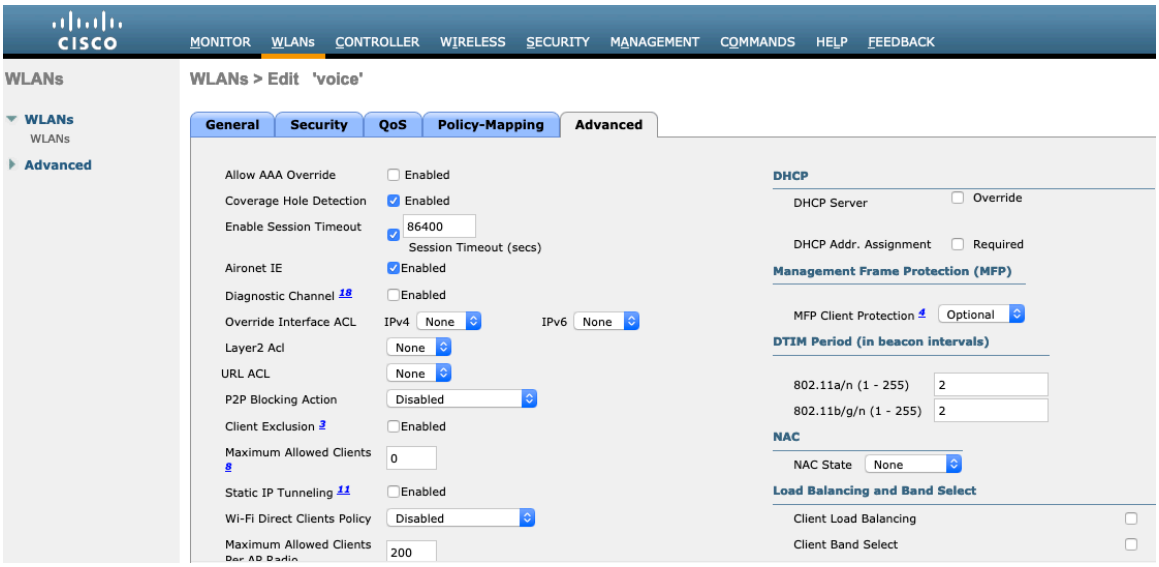
Management Frame Protection should be set to **Optional** or **Disabled.**

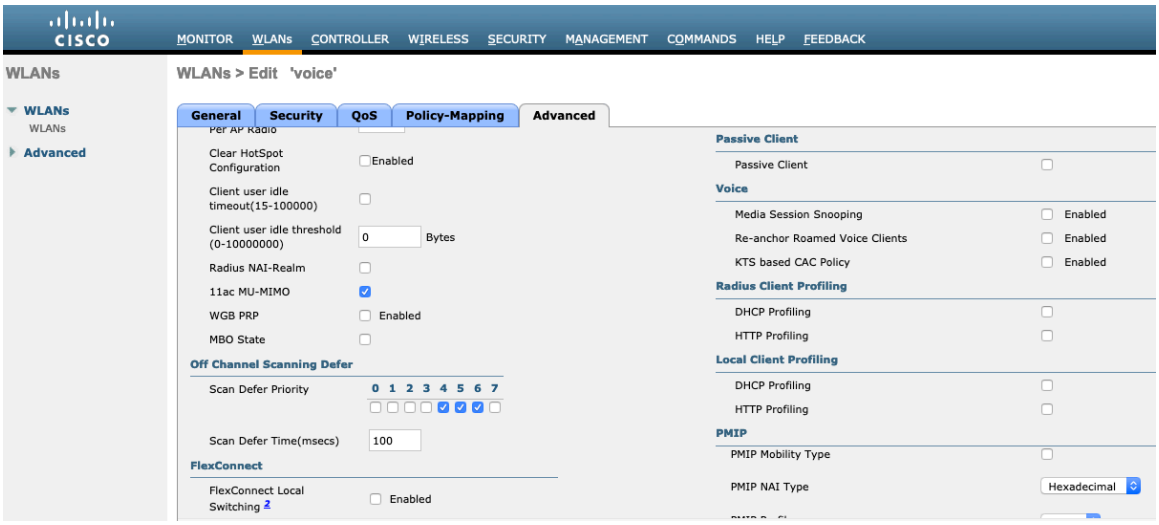
Use a **DTIM Period** of **2** with a beacon period of **100 ms**.

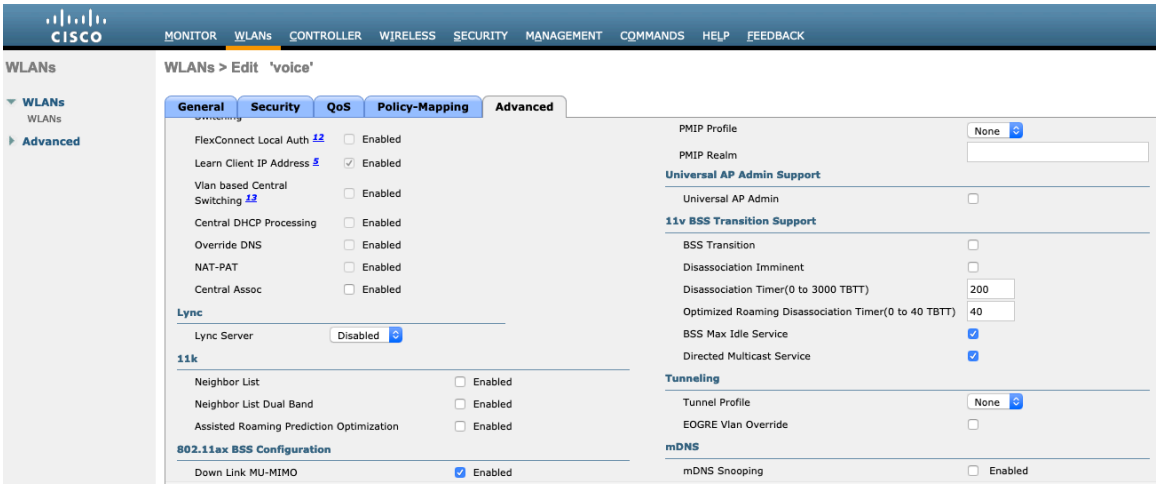
Ensure **Client Load Balancing** and **Client Band Select** are disabled.

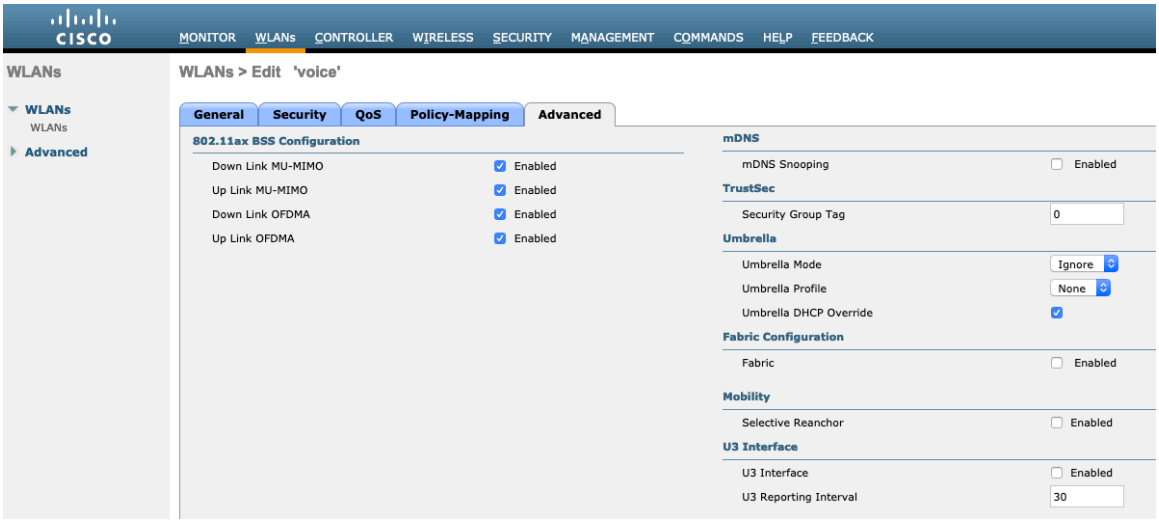
It is recommended to set **Re-anchor Roamed Voice Clients** to disabled as this can cause brief interruptions with wireless LAN connectivity when a call is terminated after performing an inter-controller roaming.

802.11k and 802.11v are not supported, therefore should be disabled.



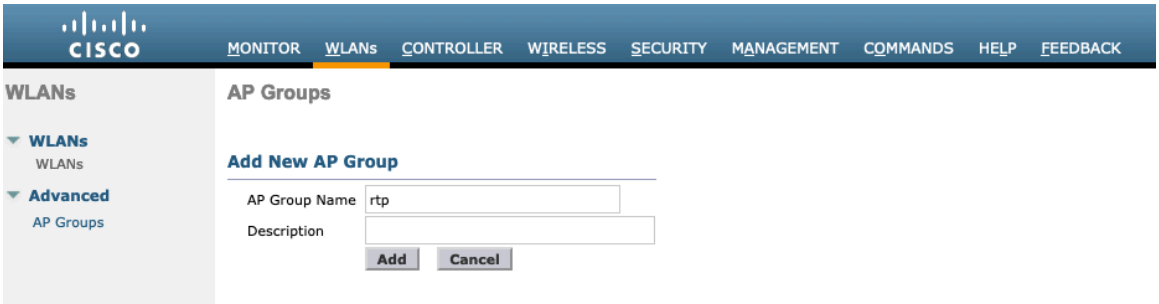


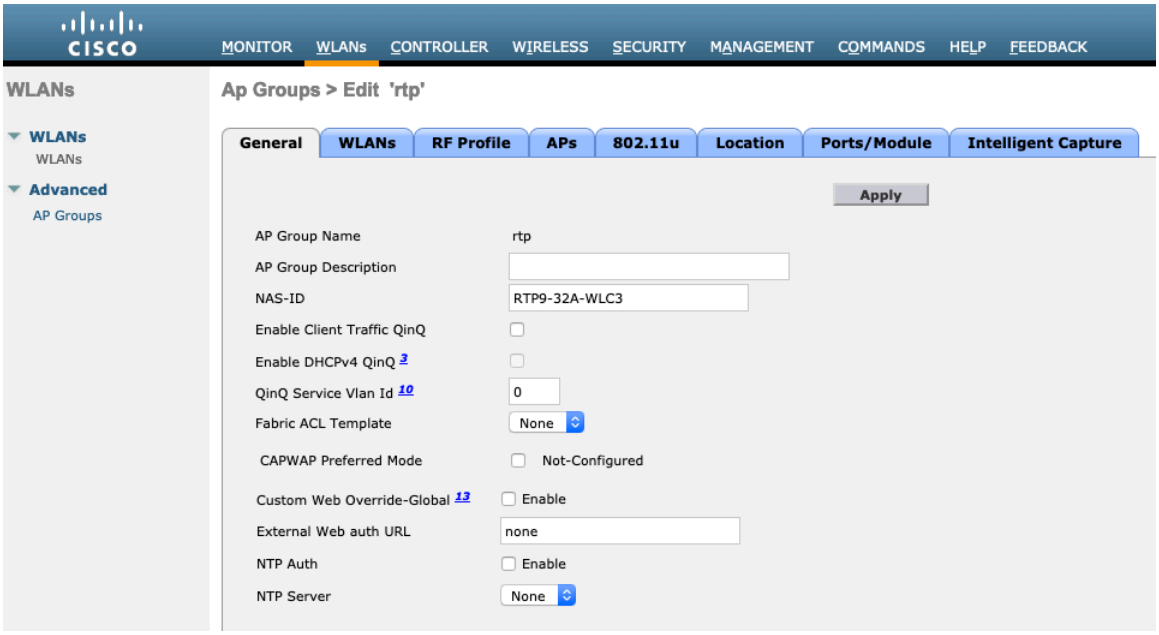




AP Groups

AP Groups can be created to specify which WLANs / SSIDs are to be enabled and which interface they should be mapped to as well as what RF Profile parameters should be used for the access points assigned to the AP Group.

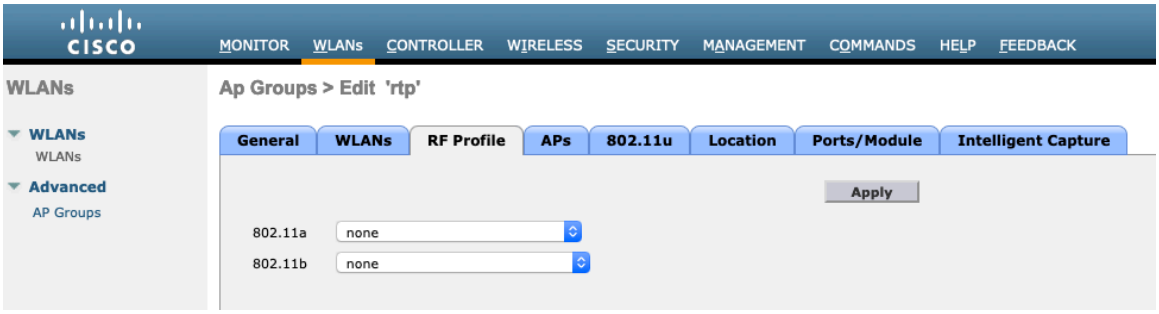




On the **WLANs** tab, select the desired SSIDs and interfaces to map to then select **Add**.

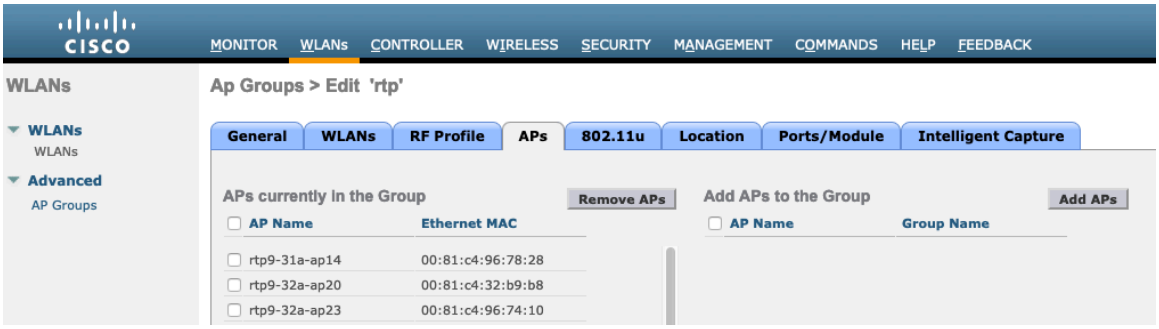
On the **RF Profile** tab, select the desired 802.11a or 802.11b RF Profile, then select **Apply**.

If changes are made after access points have joined the AP Group, then those access points will reboot once those changes are made.



On the **APs** tab, select the desired access points then select **Add APs**.

Those access points will then reboot.

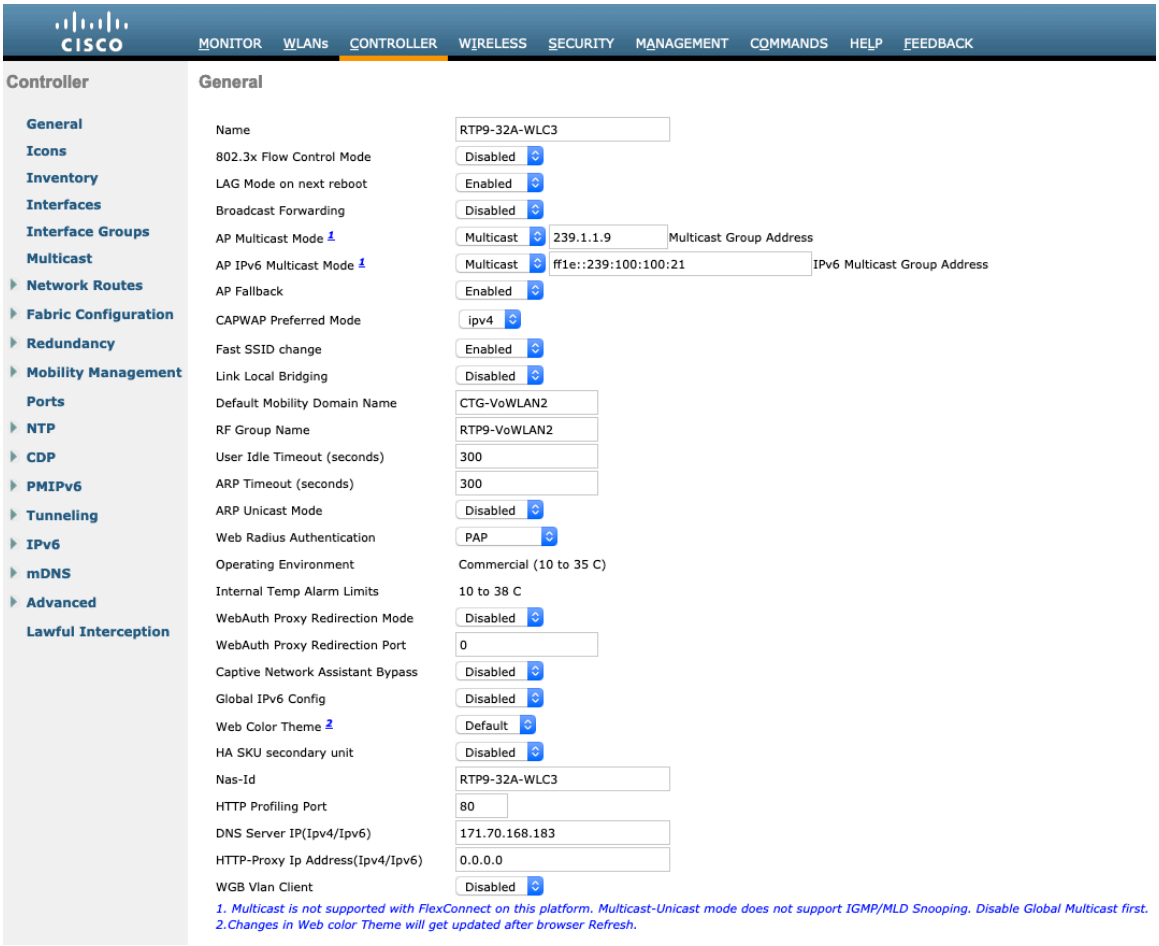


Controller Settings

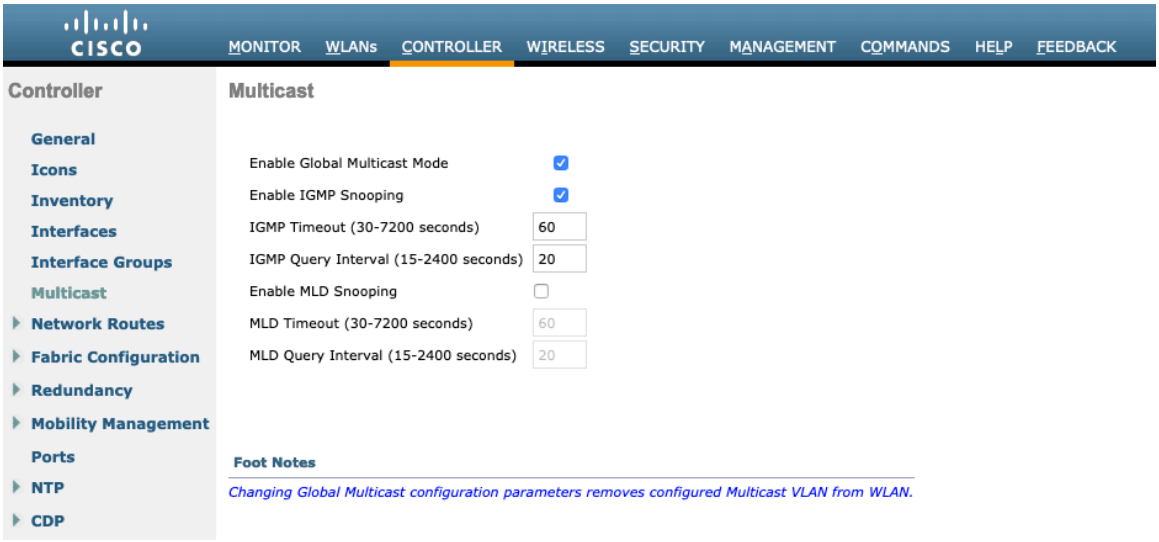
Ensure the Cisco Wireless LAN Controller hostname is configured correctly.

Enable Link Aggregation (LAG) if utilizing multiple ports on the Cisco Wireless LAN Controller.

Configure the desired AP multicast mode.

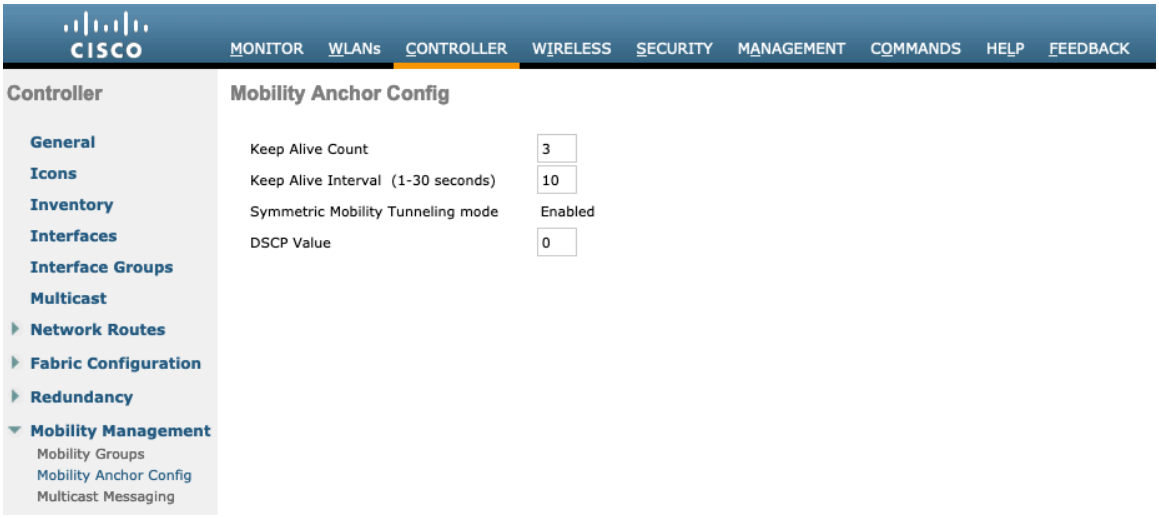


If utilizing multicast, then **Enable Global Multicast Mode** and **Enable IGMP Snooping** should be enabled.

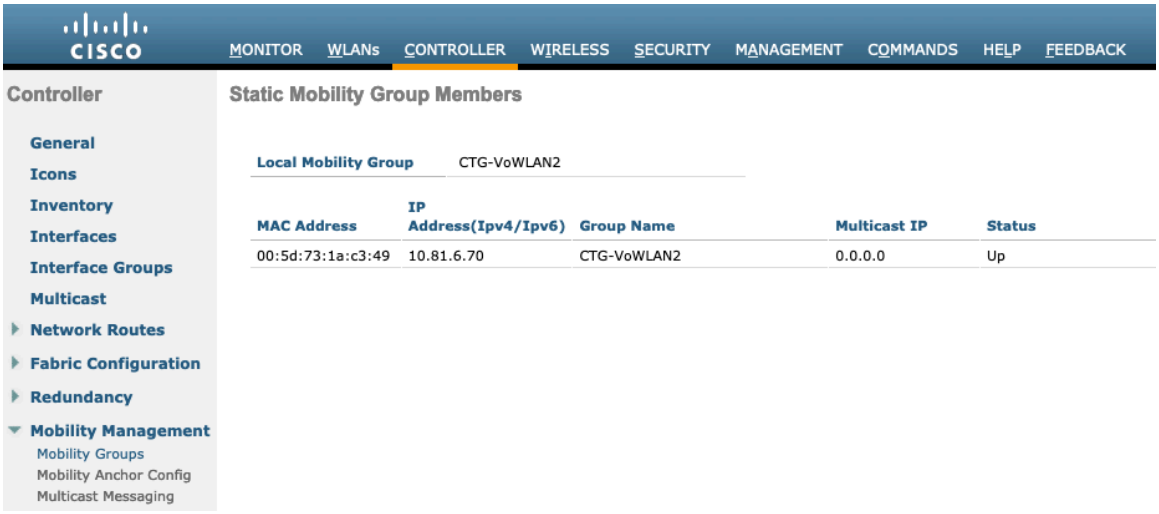


If utilizing layer 3 mobility, then **Symmetric Mobility Tunneling** should be **Enabled**.

In the recent versions, Symmetric Mobility Tunneling is enabled by default and non-configurable.



When multiple Cisco Wireless LAN Controllers are to be in the same mobility group, then the IP address and MAC address of each Cisco Wireless LAN Controller should be added to the Static Mobility Group Members configuration.



Call Admission Control (CAC)

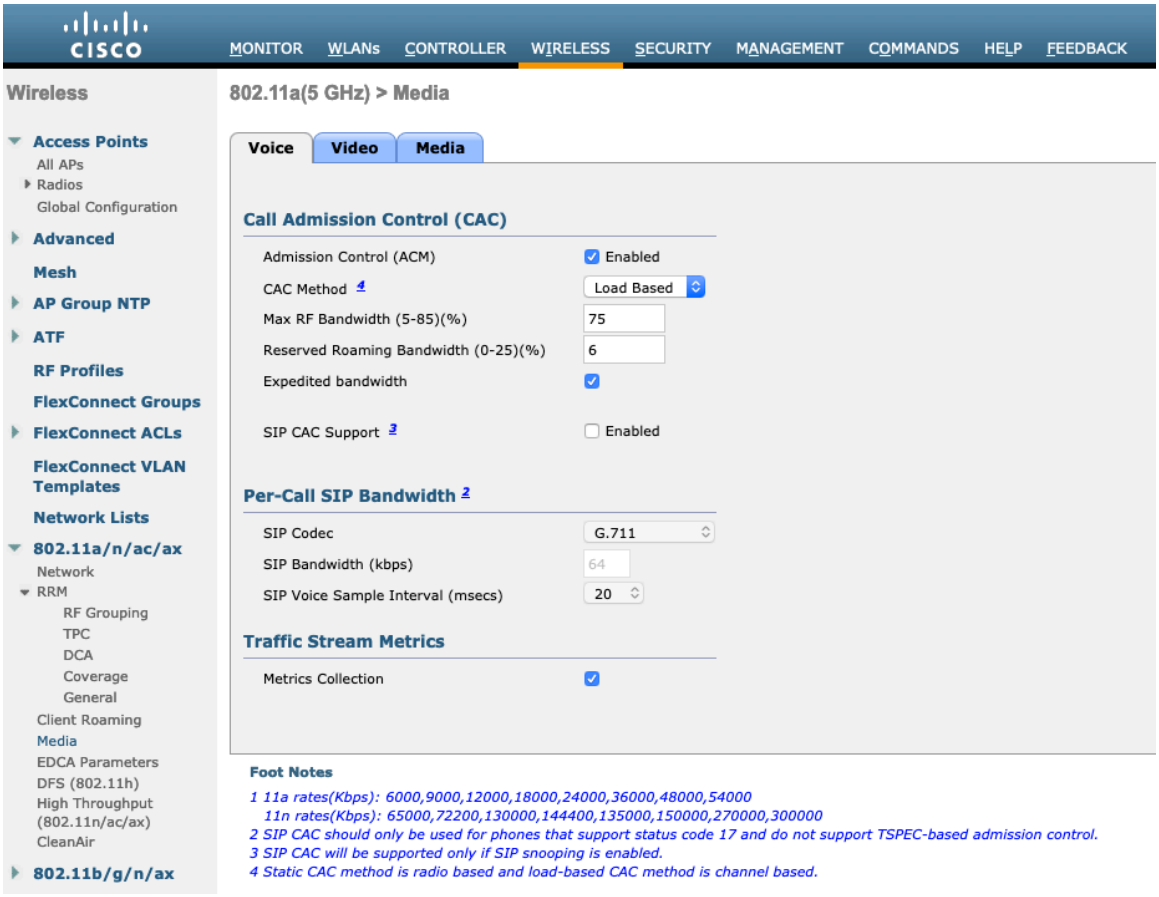
It is recommended to enable **Admission Control Mandatory** for **Voice** and configure the maximum bandwidth and reserved roaming bandwidth percentages for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

The maximum bandwidth default setting for voice is **75%** where **6%** of that bandwidth is reserved for roaming clients.

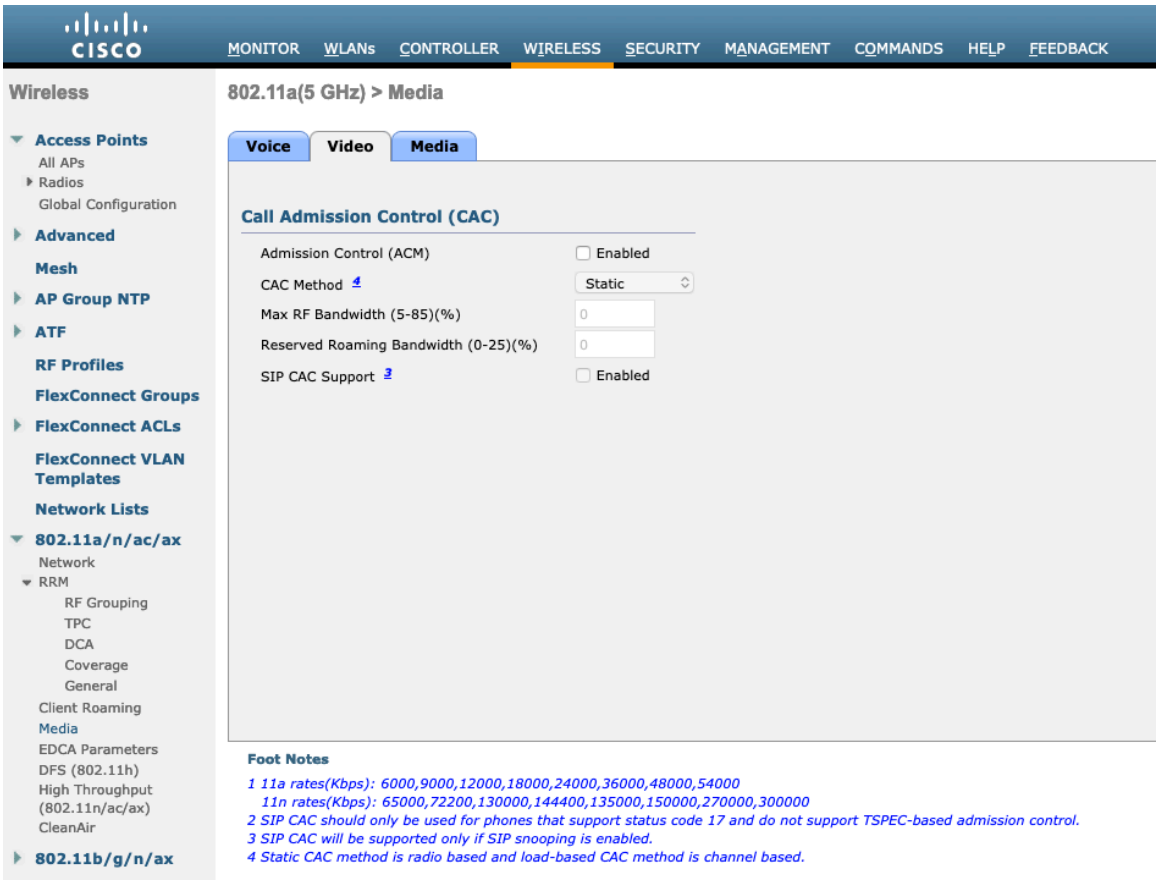
Roaming clients are not limited to using the reserved roaming bandwidth, but roaming bandwidth is to reserve some bandwidth for roaming clients in case all other bandwidth is utilized.

If CAC is to be enabled, will want to ensure **Load-based CAC** is enabled.

Load-based CAC will account for all energy on the channel.



Admission Control Mandatory for **Video** should be disabled.



If Call Admission Control for voice is enabled, then the following configuration should be active, which can be displayed in the **show run-config**.

Call Admission Control (CAC) configuration
Voice AC - Admission control (ACM)..... **Enabled**
Voice max RF bandwidth..... **75**
Voice reserved roaming bandwidth..... **6**
Voice load-based CAC mode..... **Enabled**
Voice tspec inactivity timeout..... Disabled
Video AC - Admission control (ACM)..... **Disabled**
Voice Stream-Size..... **84000**
Voice Max-Streams..... 2
Video max RF bandwidth..... 25
Video reserved roaming bandwidth..... 6

The voice stream-size and voice max-streams values can be adjusted as necessary by using the following command.

If using SRTP, the Voice Stream-Size may need to be increased.

(Cisco Controller) >config 802.11a cac voice stream-size 84000 max-streams 2

Ensure QoS is setup correctly under the WLAN configuration, which can be displayed by using the following command.

(Cisco Controller) >show wlan <WLAN id>

Quality of Service..... Platinum (voice)
WMM..... Allowed

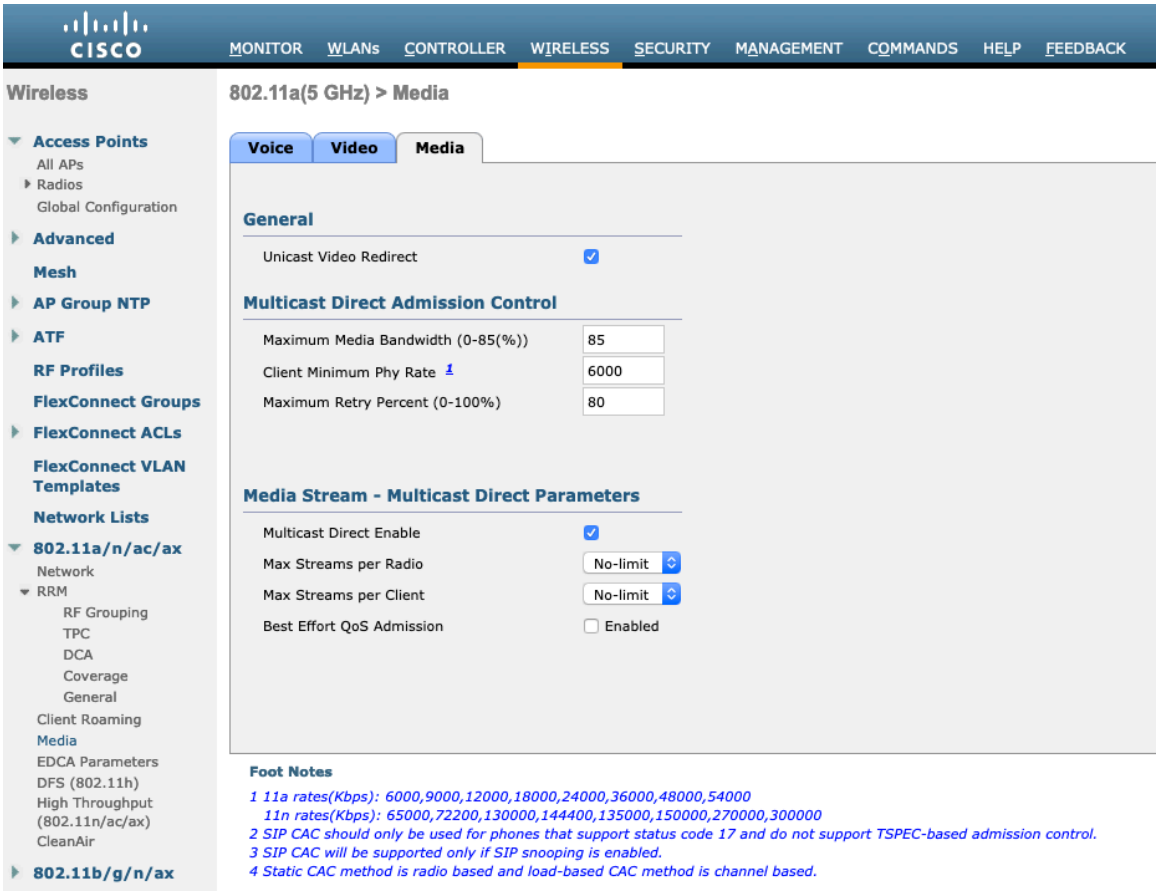
Dot11-Phone Mode (7920)..... ap-cac-limit
Wired Protocol..... 802.1P (Tag=5)

Ensure Voice TSPEC Inactivity Timeout is disabled.

(Cisco Controller) >config 802.11a cac voice tspec-inactivity-timeout ignore

(Cisco Controller) >config 802.11b cac voice tspec-inactivity-timeout ignore

In the Media settings, **Unicast Video Redirect** and **Multicast Direct Enable** should be enabled.

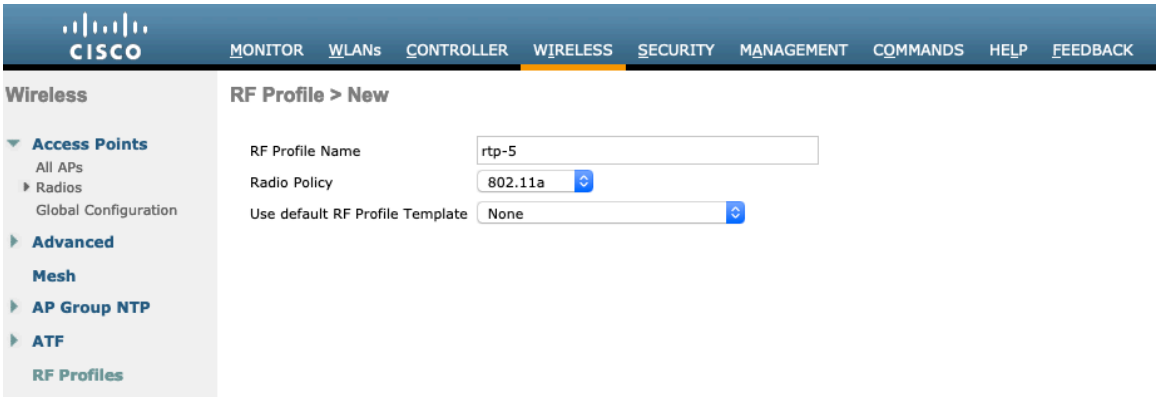


RF Profiles

RF Profiles can be created to specify which frequency bands, data rates, RRM settings, etc. a group of access points should use.
It is recommended to have the SSID used by the Webex Desk Series to be applied to 5 GHz radios only.
RF Profiles are applied to an AP group once created.

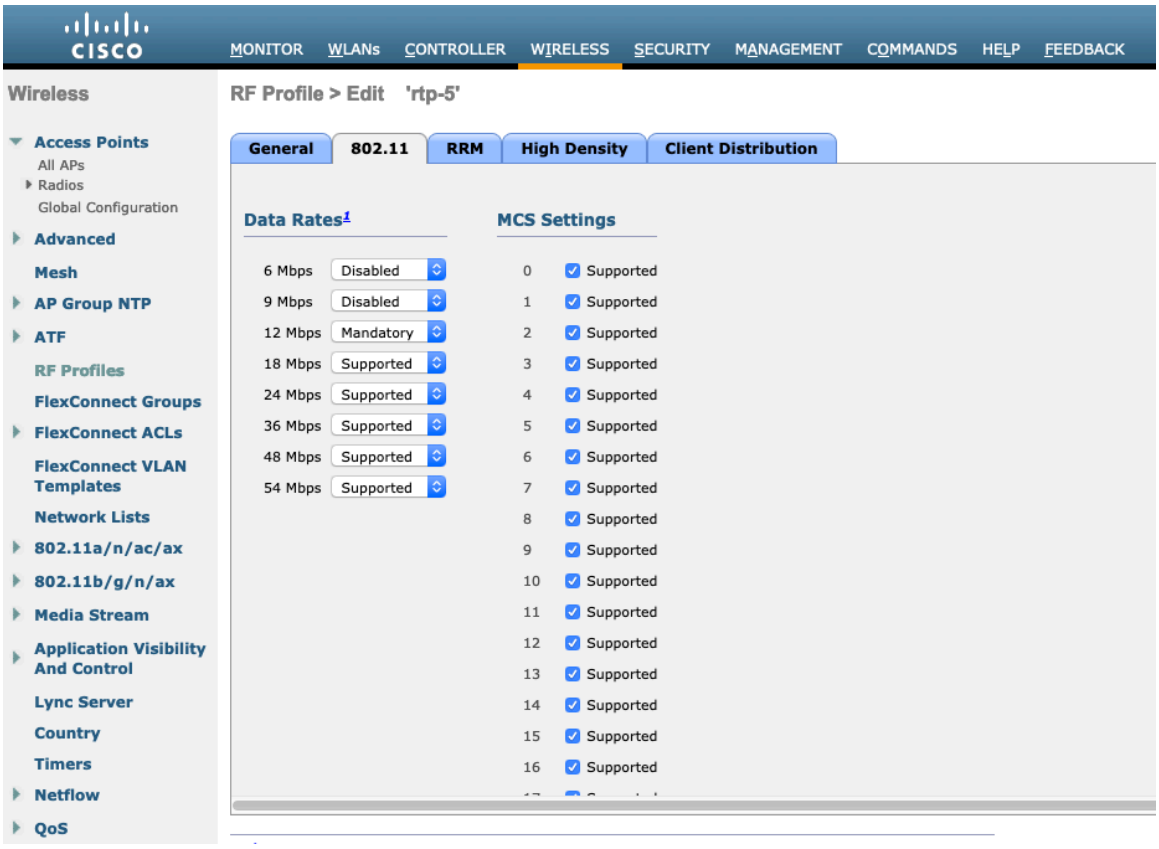
When creating an RF Profile, the **RF Profile Name** and **Radio Policy** must be defined.

Select 802.11a or 802.11b/g for the **Radio Policy**.

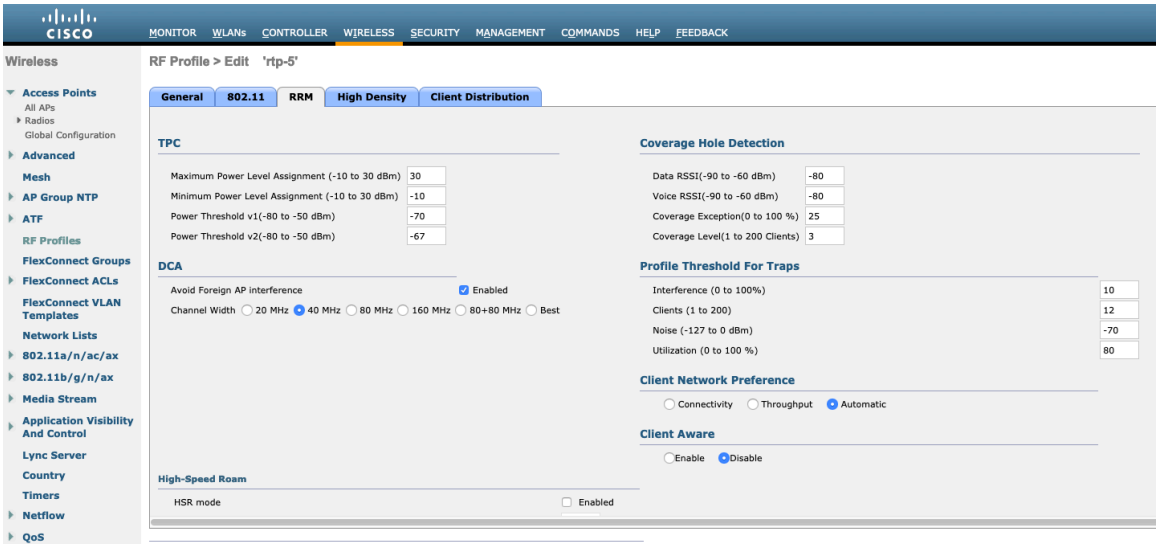


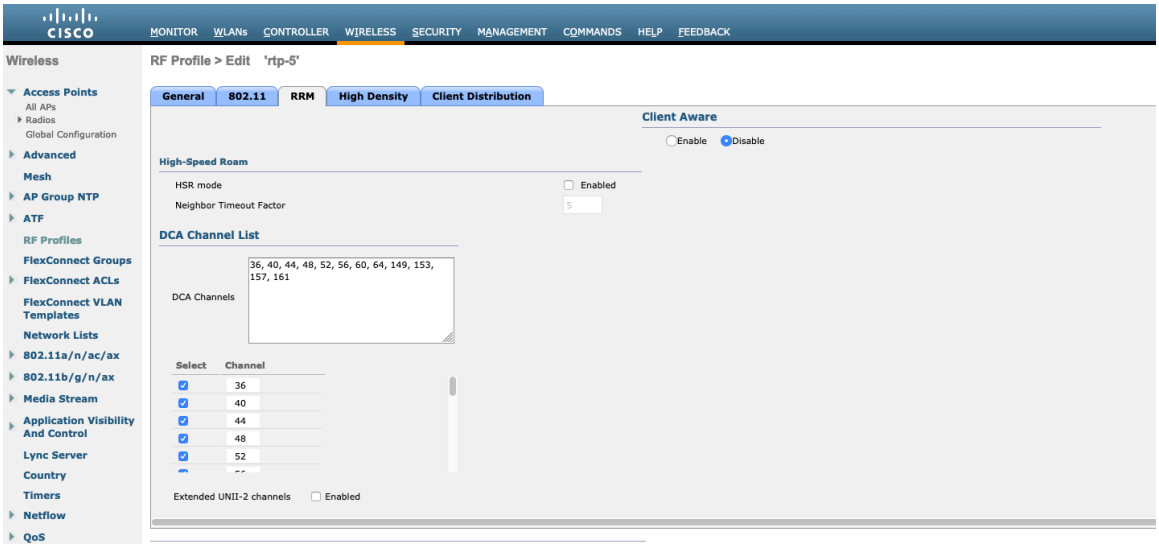
On the **802.11** tab, configure the data rates as desired.

Is recommended to enable 12 Mbps as **Mandatory** and 18 Mbps and higher as **Supported**; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.

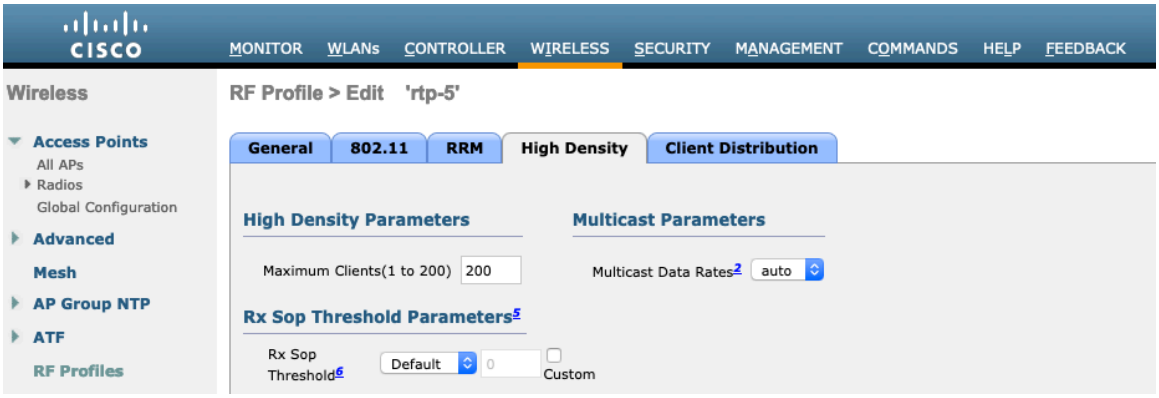


On the **RRM** tab, the **Maximum Power Level Assignment** and **Minimum Power Level Assignment** settings as well as other **DCA**, **TPC**, and **Coverage Hole Detection** settings can be configured.



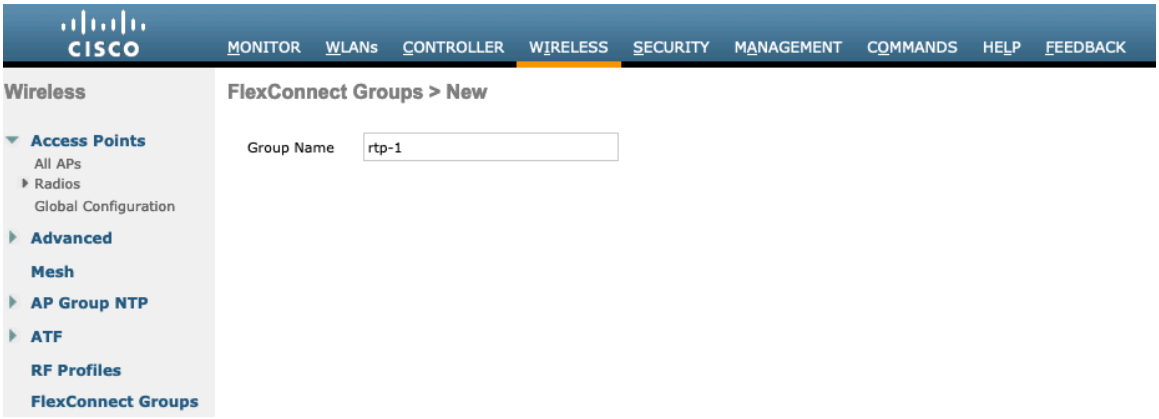


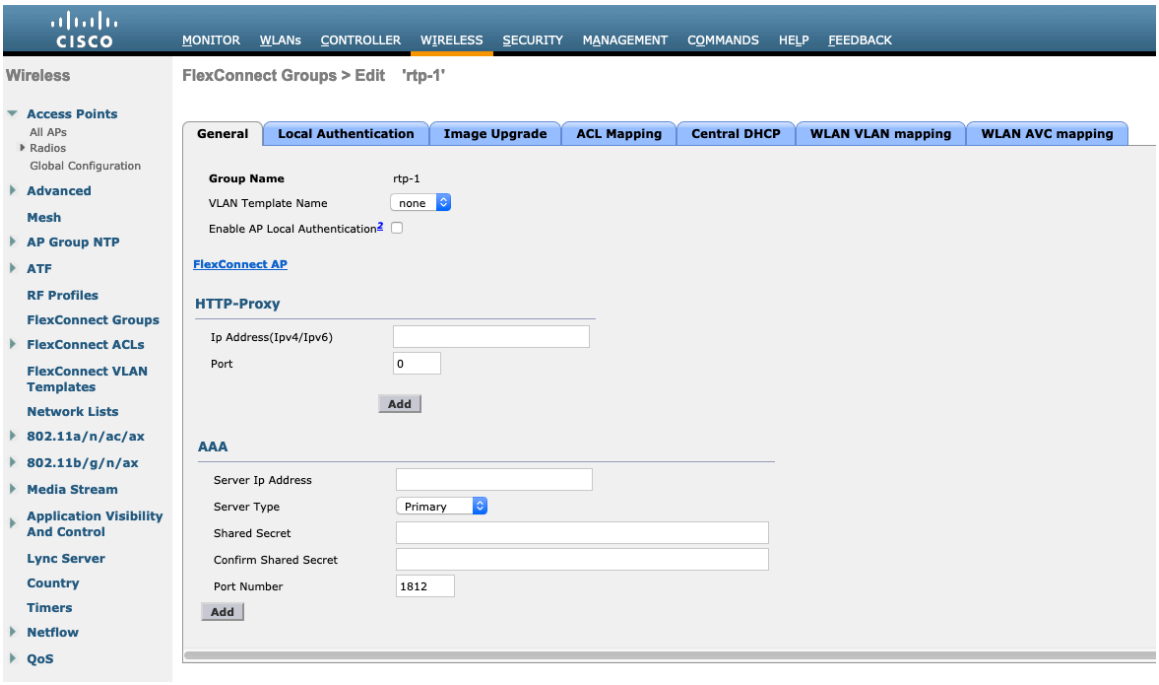
On the **High Density** tab, **Maximum Clients**, **Multicast Data Rates**, and **Rx Sop Threshold** can be configured. It is recommended to use the default value for **Rx Sop Threshold**.



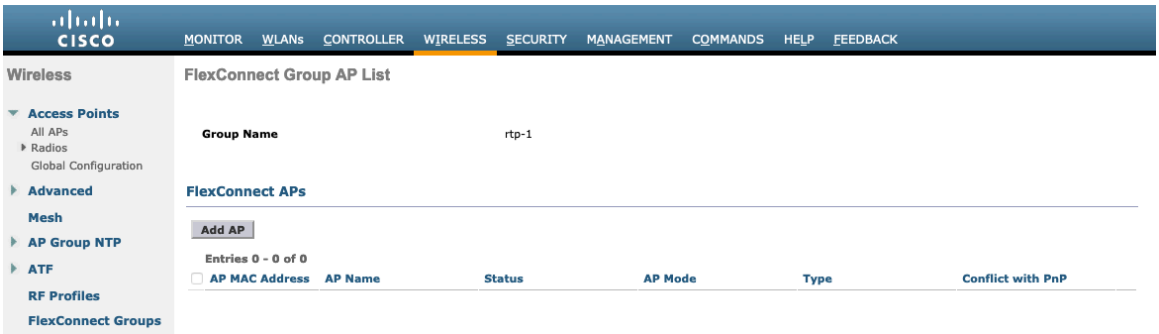
FlexConnect Groups

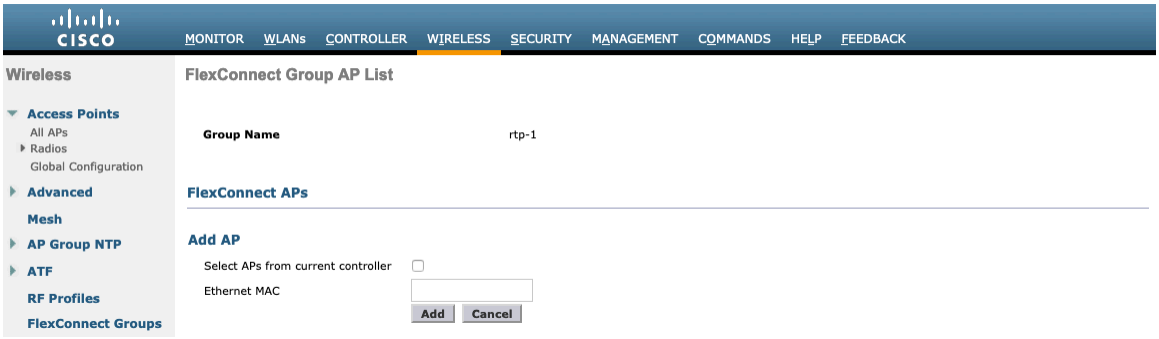
All access points configured for FlexConnect mode need to be added to a FlexConnect Group.





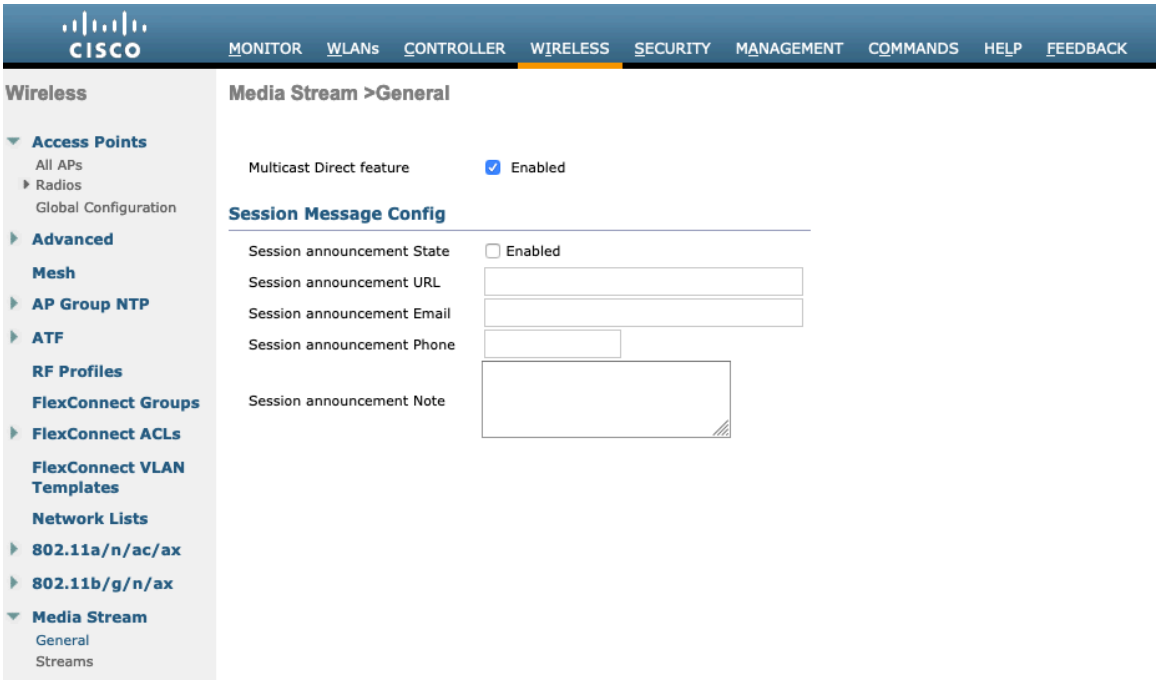
The maximum number of access points allowed per FlexConnect Group is limited, which is WLC model specific.

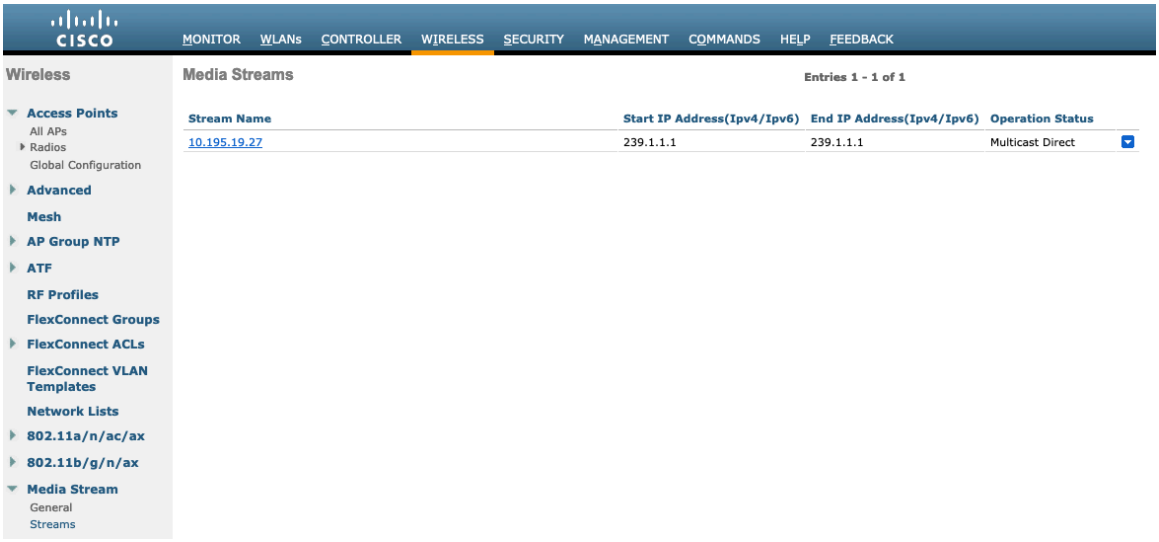




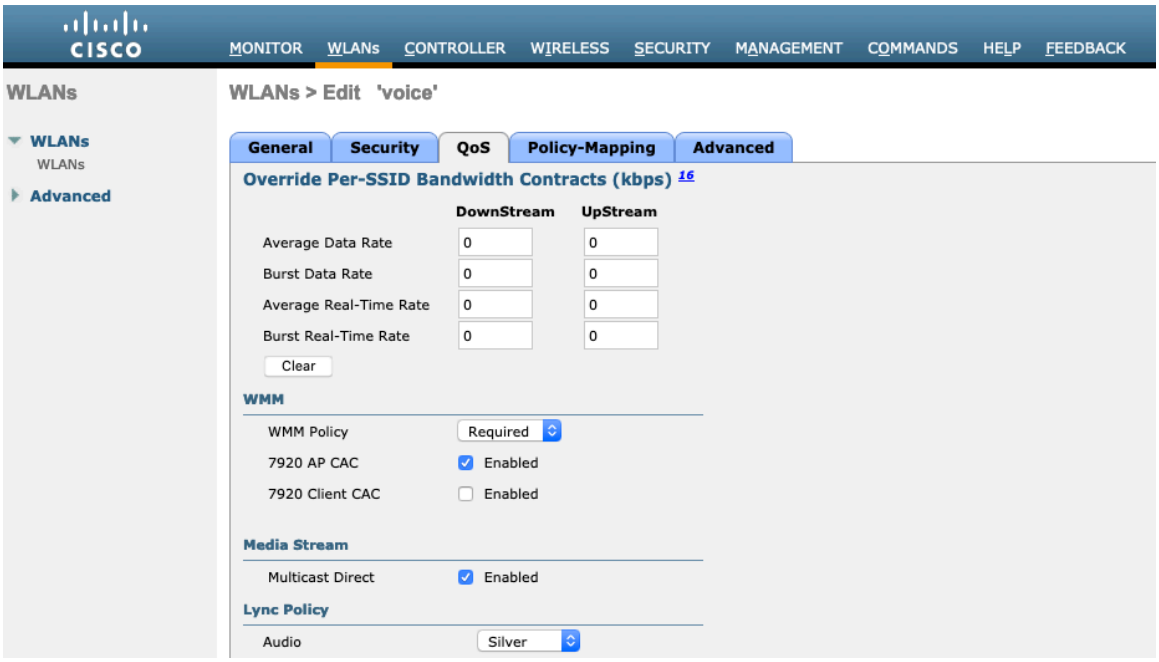
Multicast Direct

In the Media Stream settings, **Multicast Direct feature** should be enabled.





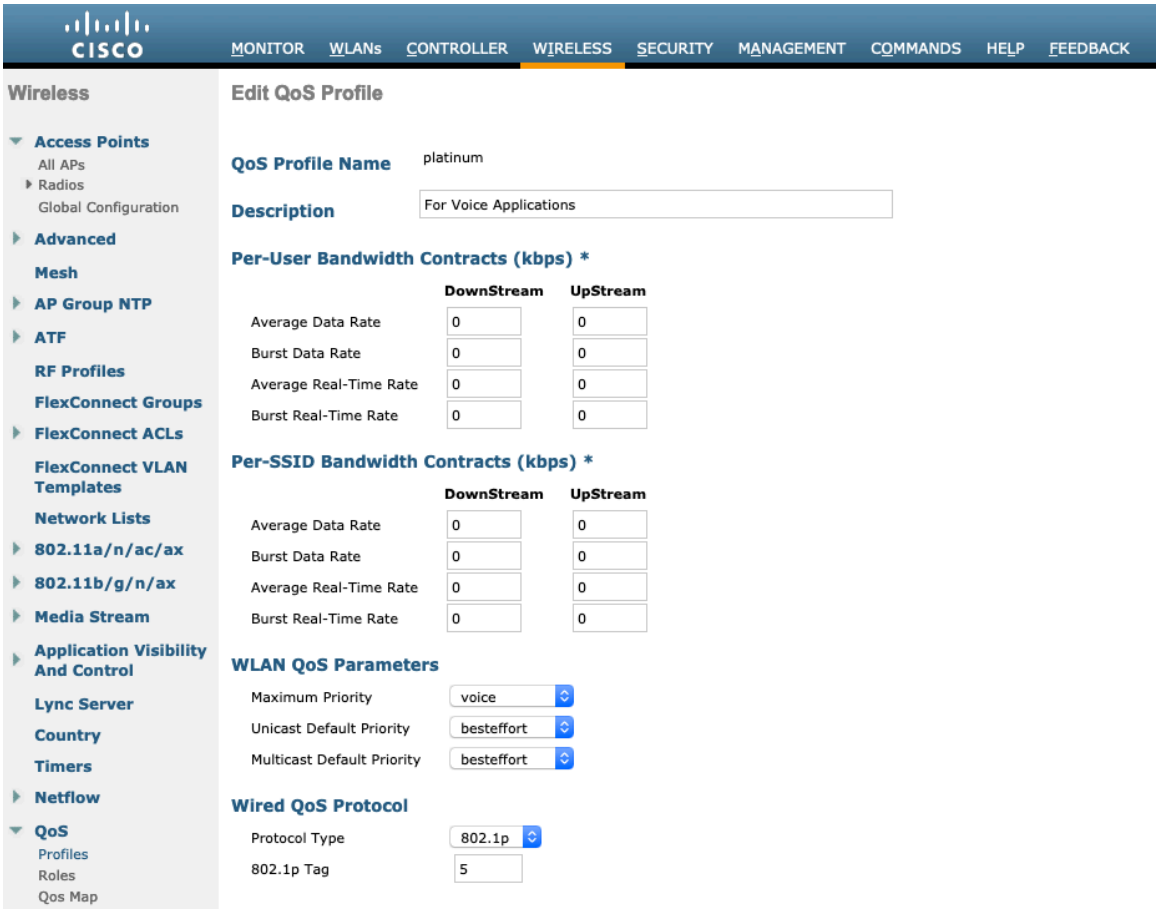
After **Multicast Direct feature** is enabled, then there will be an option to enable **Multicast Direct** in the QoS menu of the WLAN configuration.

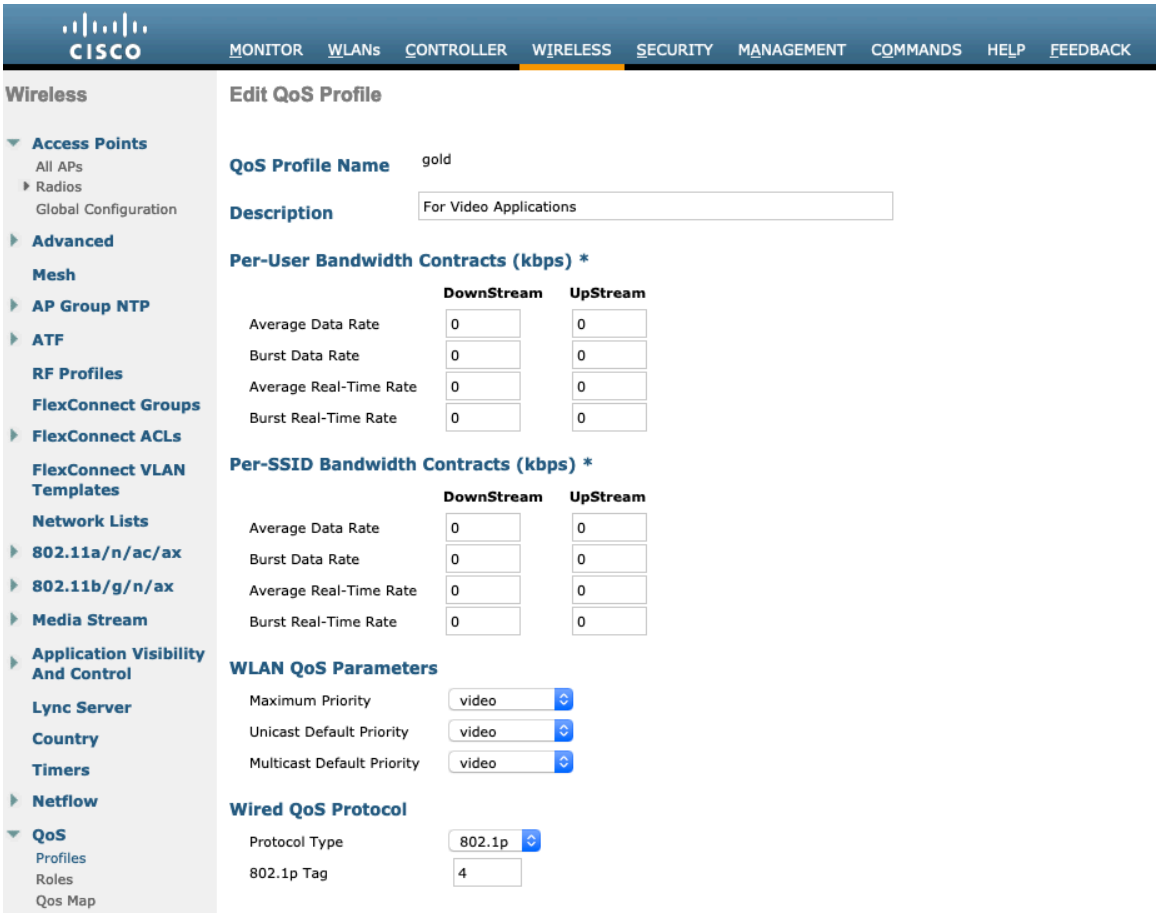


QoS Profiles

Configure the four QoS profiles (Platinum, Gold, Silver, Bronze), by selecting **802.1p** as the protocol type and set the **802.1p tag** for each profile.

- Platinum = 5
- Gold = 4
- Silver = 2
- Bronze = 1


MONITOR WLANs CONTROLLER WIRELESS SECURITY MANAGEMENT COMMANDS HELP FEEDBACK
Wireless
Access Points
All APs
Radios
Global Configuration
Advanced
Mesh
AP Group NTP
ATF
RF Profiles
FlexConnect Groups
FlexConnect ACLs
FlexConnect VLAN Templates
Network Lists
802.11a/n/ac/ax
802.11b/g/n/ax
Media Stream
Application Visibility And Control
Lync Server
Country
Timers
Netflow
QoS
Profiles
Roles
Qos Map
Edit QoS Profile
QoS Profile Name
platinum
Description
For Voice Applications
Per-User Bandwidth Contracts (kbps) *
DownStream
UpStream
Average Data Rate
Burst Data Rate
Average Real-Time Rate
Burst Real-Time Rate
Per-SSID Bandwidth Contracts (kbps) *
WLAN QoS Parameters
Maximum Priority
voice
Unicast Default Priority
besteffort
Multicast Default Priority
Wired QoS Protocol
Protocol Type
802.1p
802.1p Tag
5


MONITOR WLANs CONTROLLER WIRELESS SECURITY MANAGEMENT COMMANDS HELP FEEDBACK
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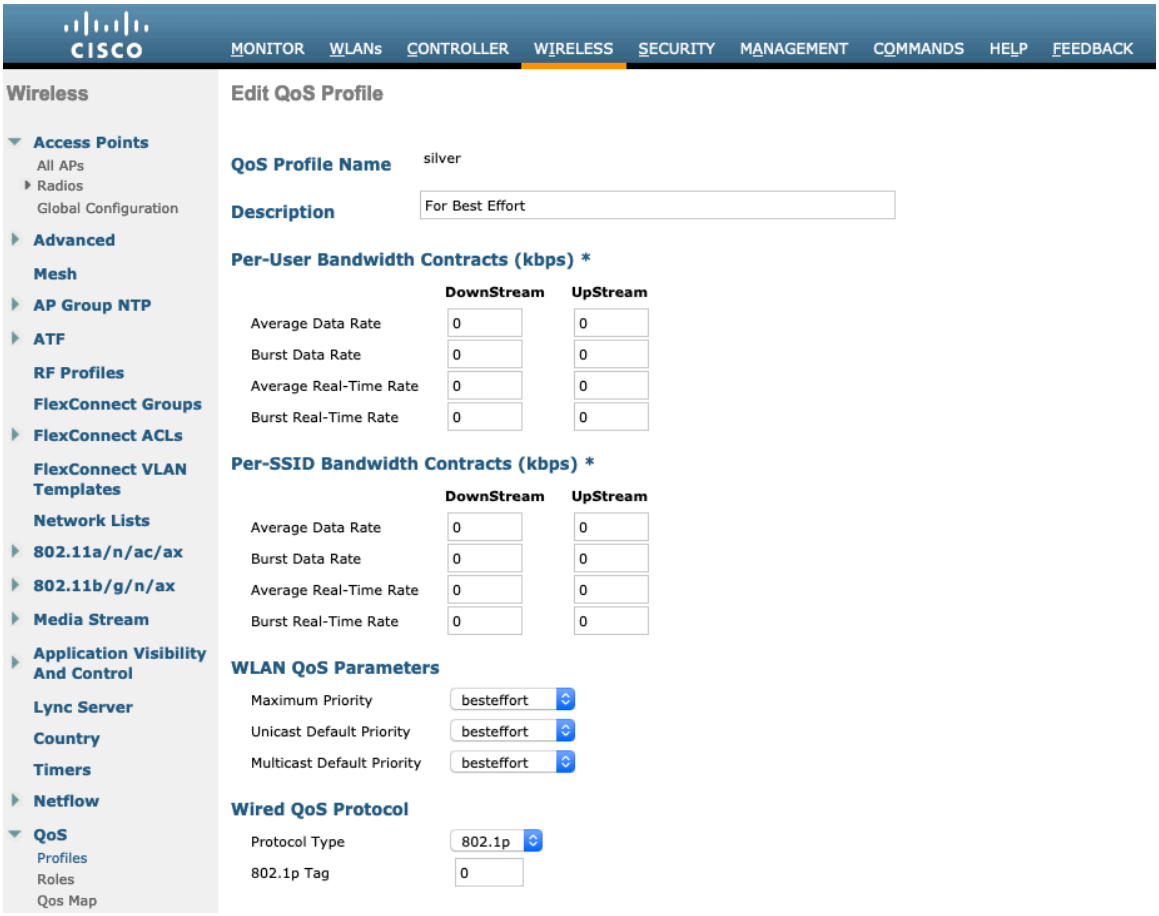
QoS
Profiles
Roles
Qos Map
Edit QoS Profile
QoS Profile Name
gold
Description
For Video Applications
Per-User Bandwidth Contracts (kbps) *
DownStream
UpStream
Average Data Rate
Burst Data Rate
Average Real-Time Rate
Burst Real-Time Rate
Per-SSID Bandwidth Contracts (kbps) *
WLAN QoS Parameters
Maximum Priority
Unicast Default Priority
Multicast Default Priority
video
Wired QoS Protocol
Protocol Type
802.1p
802.1p Tag
4


MONITOR WLANs CONTROLLER WIRELESS SECURITY MANAGEMENT COMMANDS HELP FEEDBACK
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Qos Map
Edit QoS Profile
QoS Profile Name
silver
Description
For Best Effort
Per-User Bandwidth Contracts (kbps) *
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WLAN QoS Parameters
Maximum Priority
besteffort
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Wired QoS Protocol
Protocol Type
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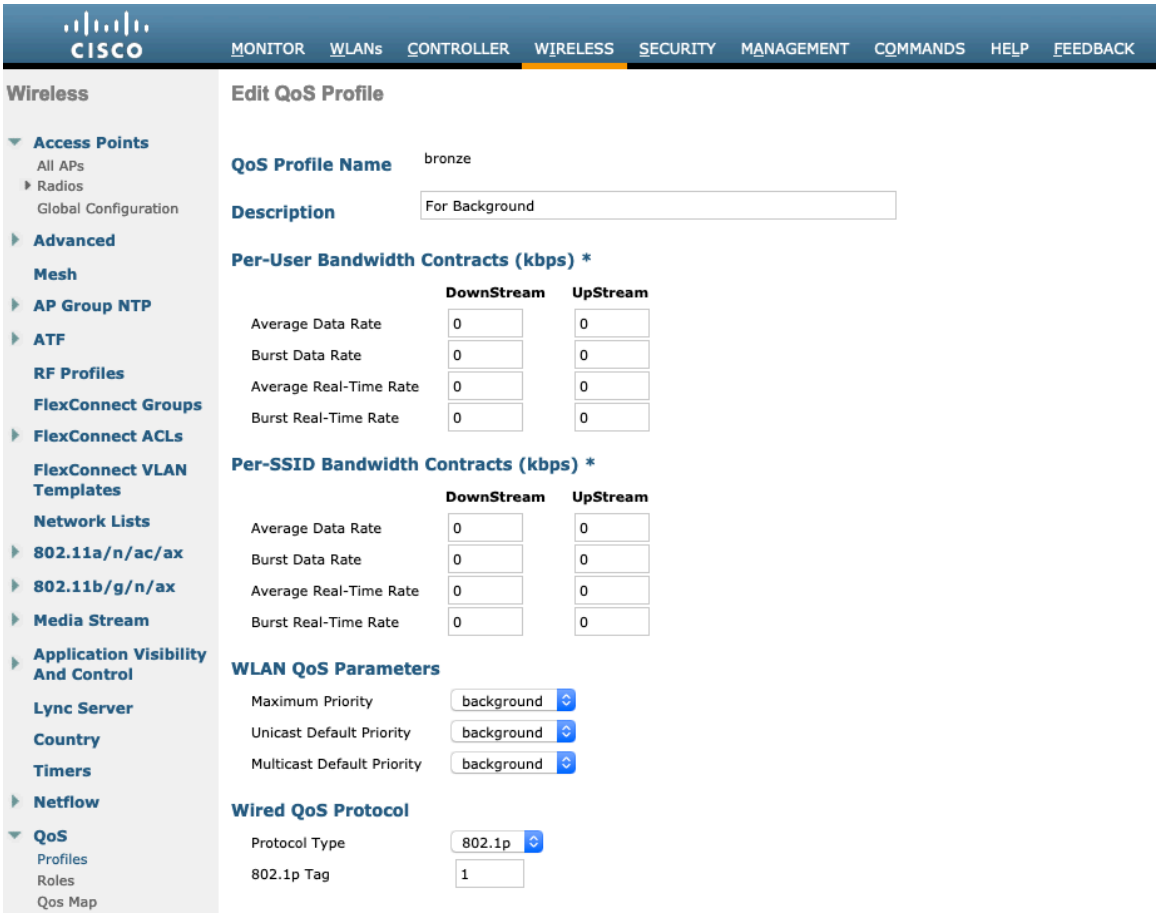
802.1p Tag

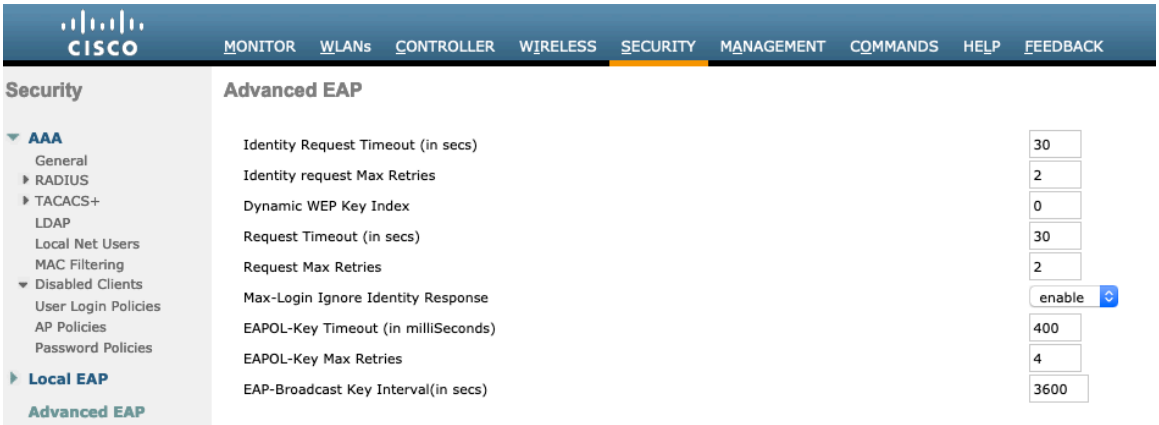


Advanced Settings

Advanced EAP Settings

All EAP parameters can be configured at a per SSID level or at the global level, except for the EAP-Broadcast Key Interval, which can only be configured at the global level.

To view or configure the EAP parameters, select **Security** > **Advanced EAP**.



To view the EAP parameters on the Cisco Wireless LAN Controller via command line, enter the following command.

```
(Cisco Controller) >show advanced eap

EAP-Identity-Request Timeout (seconds)..... 30
EAP-Identity-Request Max Retries..... 2
EAP Key-Index for Dynamic WEP..... 0
EAP Max-Login Ignore Identity Response..... enable
EAP-Request Timeout (seconds)..... 30
EAP-Request Max Retries..... 2
EAPOL-Key Timeout (milliseconds)..... 400
EAPOL-Key Max Retries..... 4
EAP-Broadcast Key Interval..... 3600
```

If using 802.1x, the **EAP-Request Timeout** on the Cisco Wireless LAN Controller should be set to at least 20 seconds.

In later versions of Cisco Wireless LAN Controller software, the default **EAP-Request Timeout** was changed from 2 to 30 seconds.

For deployments where EAP failures occur frequently, the **EAP-Request Timeout** should be reduced below 30 seconds.

To change the **EAP-Request Timeout** on the Cisco Wireless LAN Controller, telnet or SSH to the controller and enter the following command.

```
(Cisco Controller) >config advanced eap request-timeout 30
```

If using PSK then it is recommended to reduce the **EAPOL-Key Timeout** to 400 milliseconds from the default of 1000 milliseconds with **EAPOL-Key Max Retries** set to 4 from the default of 2.

If using 802.1x, then using the default values where the **EAPOL-Key Timeout** is set to 1000 milliseconds and **EAPOL-Key Max Retries** are set to 2 should work fine, but is still recommended to set those values to 400 and 4 respectively.

The **EAPOL-Key Timeout** should not exceed 1000 milliseconds (1 second).

To change the **EAPOL-Key Timeout** on the Cisco Wireless LAN Controller, telnet or SSH to the controller and enter the following command.

```
(Cisco Controller) >config advanced eap eapol-key-timeout 400
```

To change the **EAPOL-Key Max Retries Timeout** on the Cisco Wireless LAN Controller, telnet or SSH to the controller and enter the following command.

```
(Cisco Controller) >config advanced eap eapol-key-retries 4
```

Ensure **EAP-Broadcast Key Interval** is set to a minimum of 3600 seconds (1 hour).

To change the **EAP-Broadcast Key Interval** on the Cisco Wireless LAN Controller, telnet or SSH to the controller and enter the following command.

```
(Cisco Controller) >config advanced eap bcast-key-interval 3600
```

Auto-Immune

The Auto-Immune feature can optionally be enabled for protection against denial of service (DoS) attacks.

Although when this feature is enabled there can be interruptions introduced with voice over wireless LAN, therefore it is recommended to disable the Auto-Immune feature on the Cisco Wireless LAN Controller.

To view the Auto-Immune configuration on the Cisco Wireless LAN Controller, telnet or SSH to the controller and enter the following command.

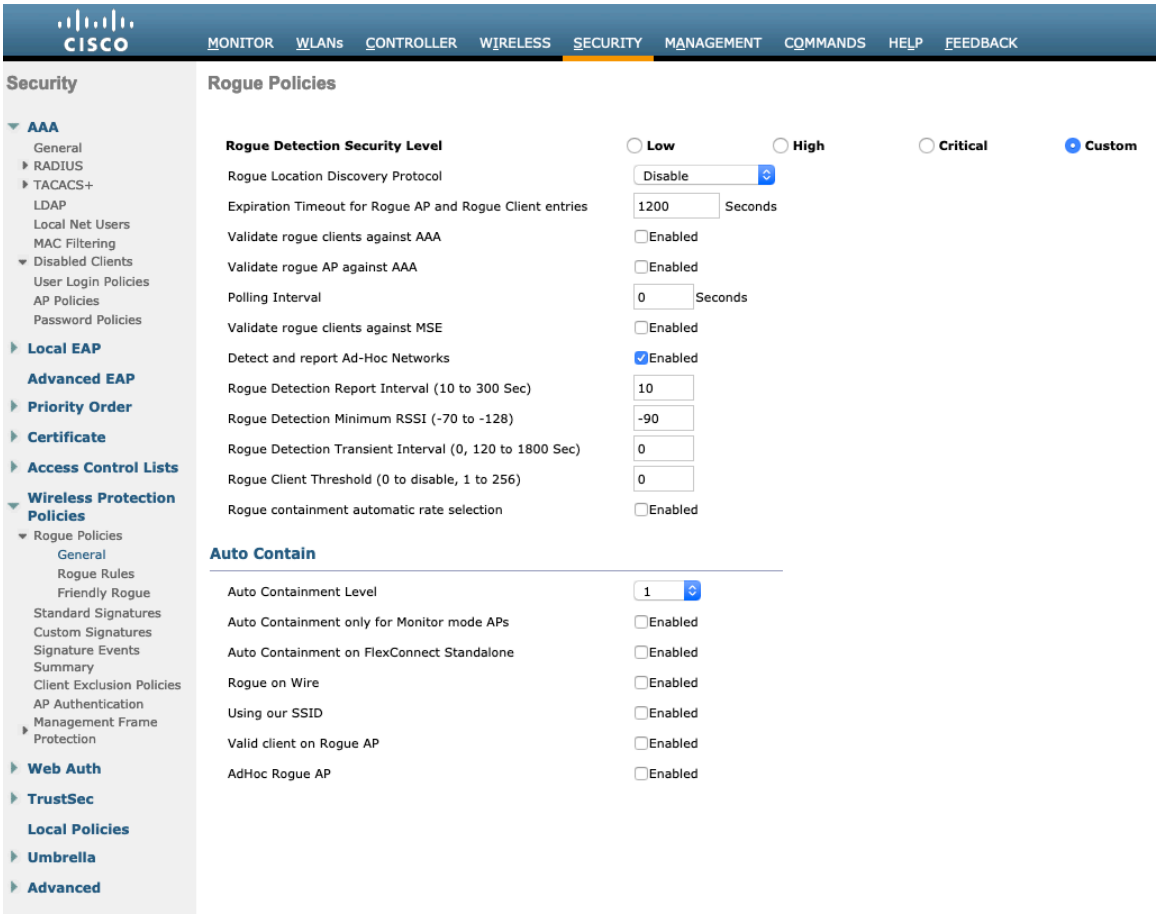
```
(Cisco Controller) >show wps summary

Auto-Immune
  Auto-Immune..................................... Disabled

Client Exclusion Policy
  Excessive 802.11-association failures..... Enabled
  Excessive 802.11-authentication failures..... Enabled
  Excessive 802.1x-authentication..... Enabled
  IP-theft..... Enabled
  Excessive Web authentication failure..... Enabled

Signature Policy
  Signature Processing..... Enabled
```

To disable the Auto-Immune feature on the Cisco Wireless LAN Controller, telnet or SSH to the controller and enter the following command.

```
(Cisco Controller) >config wps auto-immune disable
```

Rogue Policies

It is recommended to use the default value (**Disable**) for **Rogue Location Discovery Protocol**.



Cisco Catalyst IOS XE Wireless LAN Controller and Lightweight Access Points

When configuring the Cisco Wireless LAN Controller and Lightweight Access Points, use the following guidelines:

- Ensure **802.11r (FT)** and **CCKM** are not configured as mandatory
- Set **Quality of Service (QoS) SSID Policy** to **Platinum**
- Set the **WMM Policy** to **Required**
- Ensure **802.11k** is **Disabled**
- Ensure **802.11v** is **Disabled**
- Ensure **Session Timeout** is enabled and configured correctly
- Ensure **Broadcast Key Interval** is enabled and configured correctly
- Ensure **Aironet IE** is **Enabled**
- Disable **P2P (Peer to Peer) Blocking Action**
- Ensure **Client Exclusion Timeout** is configured correctly
- Disable **DHCP Required**
- Set **Protected Management Frame (PMF)** to **Optional** or **Disabled**
- Set the **DTIM Period** to **2**
- Set **Load Balance** to **Disabled**
- Set **Band Select** to **Disabled**

- Set **IGMP Snooping** to **Enabled**
- Configure the **Data Rates** as necessary
- Configure **RRM** as necessary
- Set **EDCA Profile** to **Voice Optimized** or **Voice and Video Optimized**
- Ensure that **Power Constraint** is **Disabled**
- Enable **Channel Switch Status** and **Smart DFS**
- Set **Channel Switch Announcement Mode** to **Quiet**
- Configure the **High Throughput** data rates as necessary
- Enable **CleanAir**
- Enable **Multicast Direct Enable**

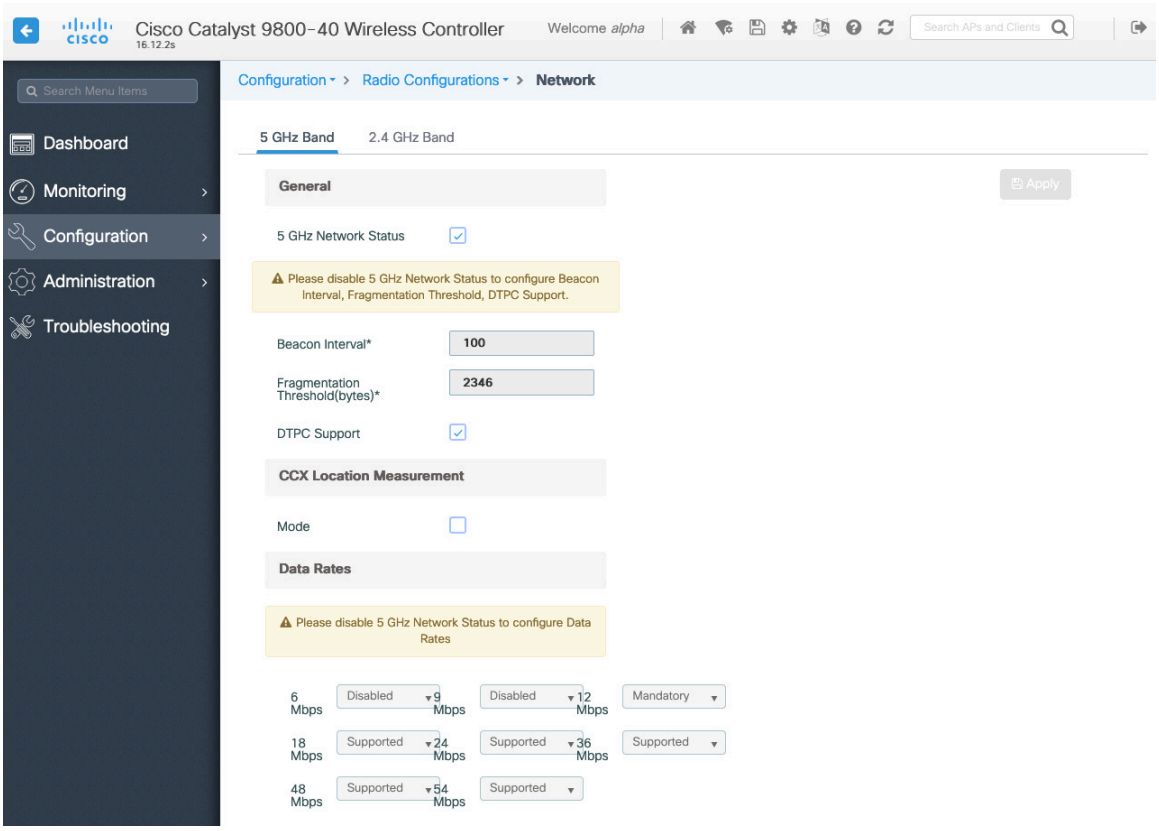
802.11 Network Settings

It is recommended to have the Webex Desk Series operate on the 5 GHz band only due to having many channels available and not as many interferers as the 2.4 GHz band has.

If wanting to use 5 GHz, ensure the 5 GHz network status is **Enabled**.

Set the **Beacon Period** to **100 ms**.

Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.



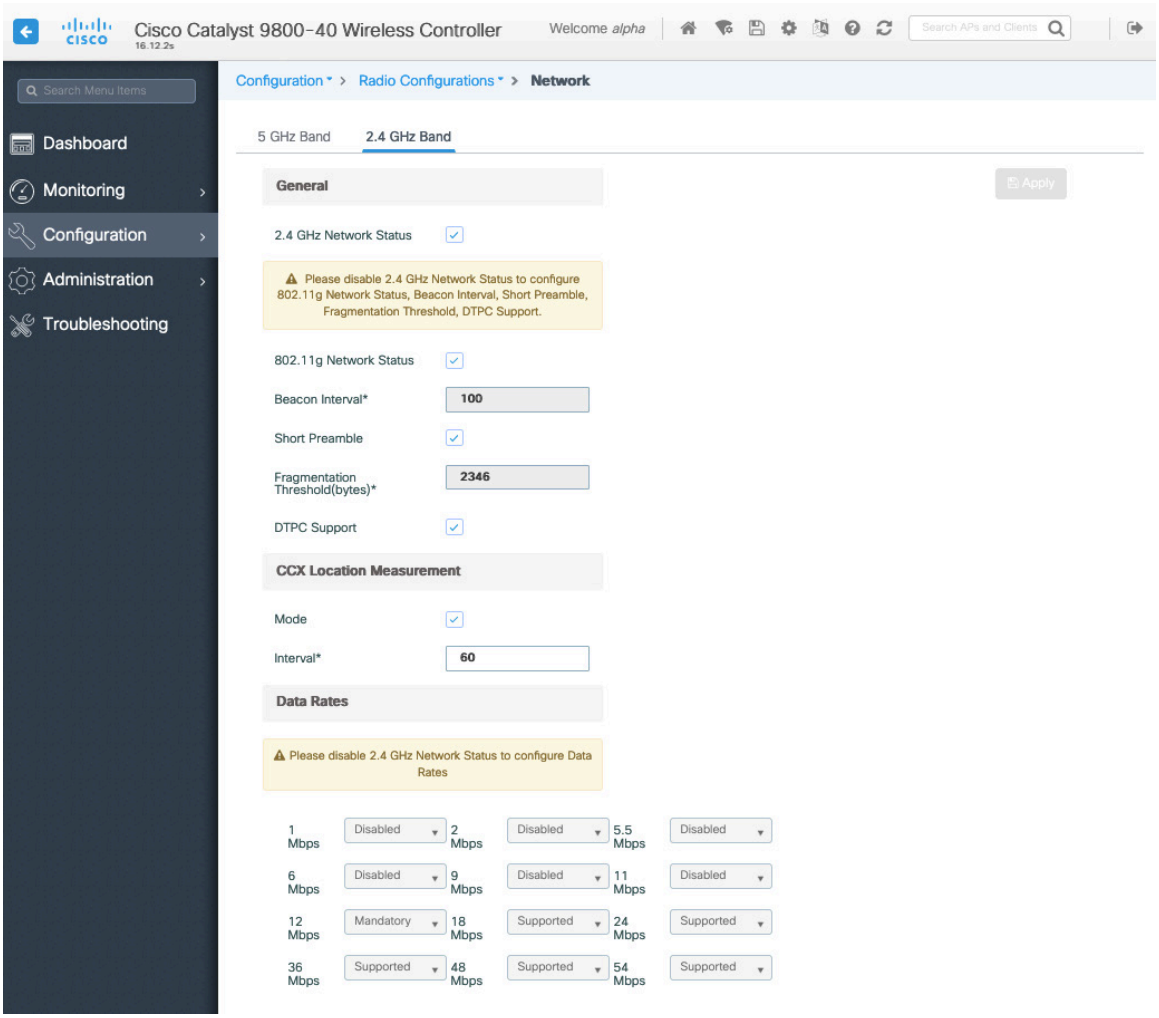
If wanting to use 2.4 GHz, ensure the 2.4 GHz network status and 802.11g network status are **Enabled**.

Set the **Beacon Period** to **100 ms**.

Short Preamble should be **Enabled** in the 2.4 GHz radio configuration setting on the access point when no legacy clients that require a long preamble are present in the wireless LAN. By using the short preamble instead of long preamble, the wireless network performance is improved.

Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates assuming that there will not be any 802.11b only clients that will connect to the wireless LAN; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.

If 802.11b clients exist, then 11 Mbps should be set as the mandatory (basic) rate and 12 Mbps and higher as supported (optional).



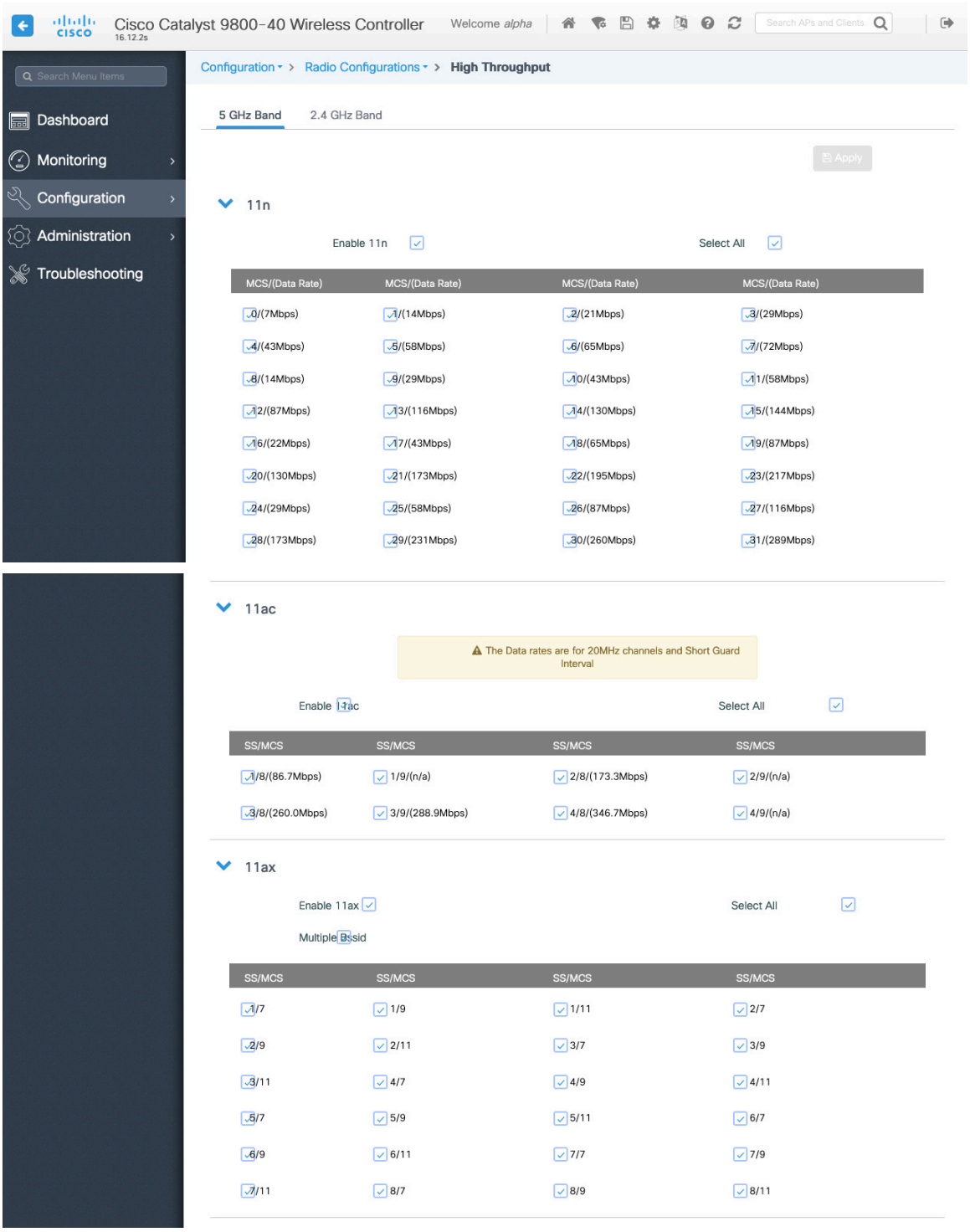
High Throughput (802.11n/ac)

The 802.11n data rates can be configured per radio (2.4 GHz and 5 GHz).

802.11ac data rates are applicable to 5 GHz only.

Ensure that **WMM** is enabled and **WPA2(AES)** is configured in order to utilize 802.11n/ac data rates.

The Webex Desk Series supports HT MCS 0 – MCS 15 and VHT MCS 0 – MCS 9 1SS and 2SS data rates only, but higher MCS rates can optionally be enabled if there are other 802.11n/ac clients utilizing the same band frequency that include MIMO antenna technology, which can take advantage of those higher data rates.



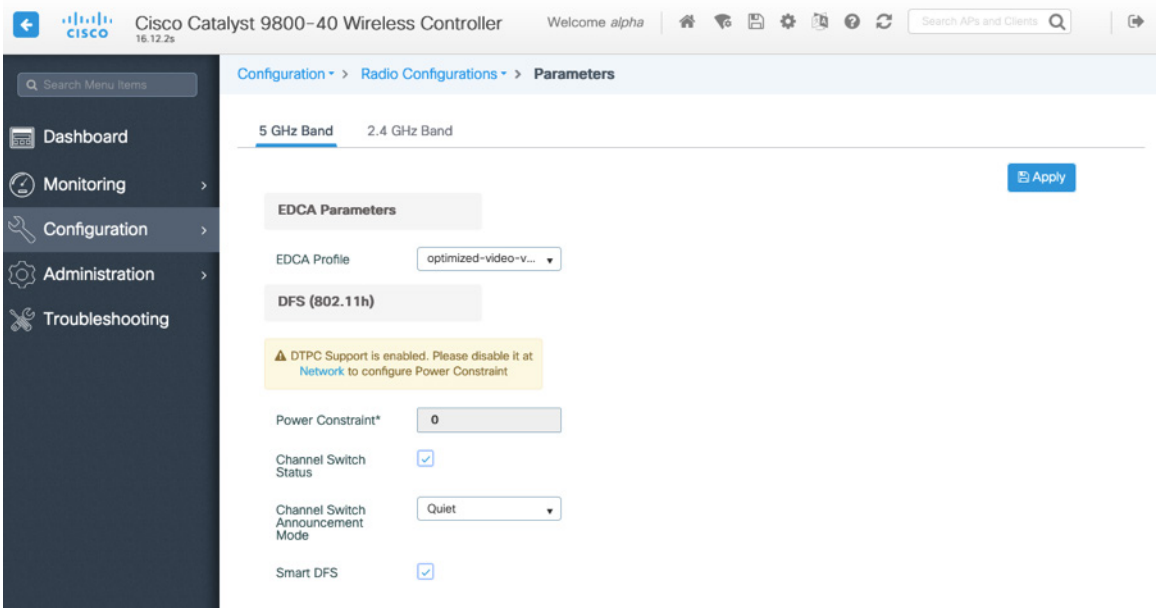
Parameters

In the EDCA Parameters section, set the EDCA profile to **Optimized-voice** or **Optimized-video-voice** for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

In the DFS (802.11h) section, **Power Constraint** should be left un-configured or set to 0 dB.

Channel Switch Status and **Smart DFS** should be **Enabled**.

Channel Switch Announcement Mode should be set to **Quiet**.

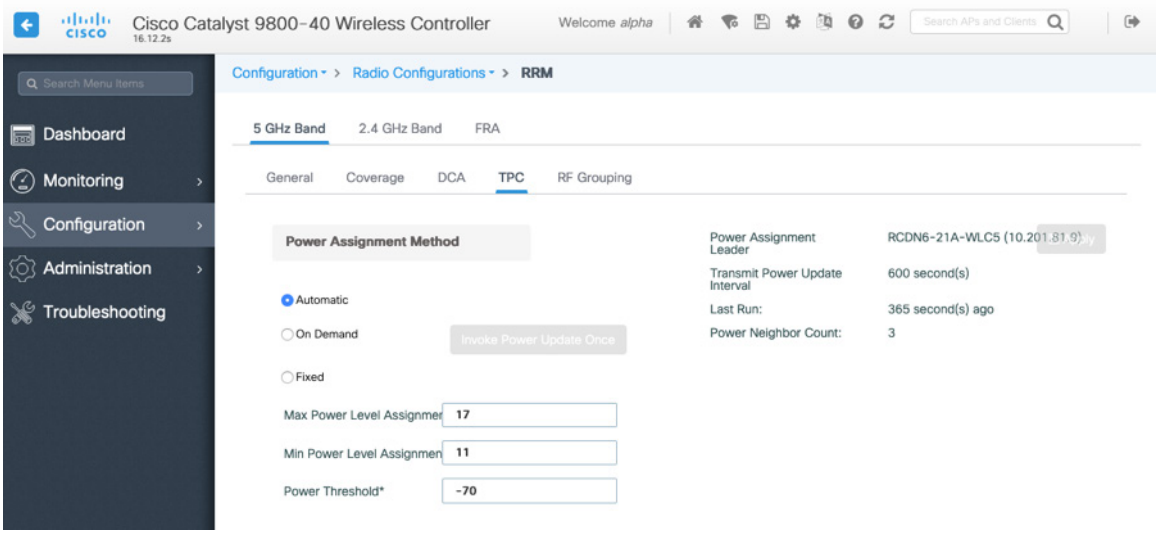


RRM

It is recommended to enable automatic assignment method to manage the channel and transmit power settings.

Configure the access point transmit power level assignment method for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

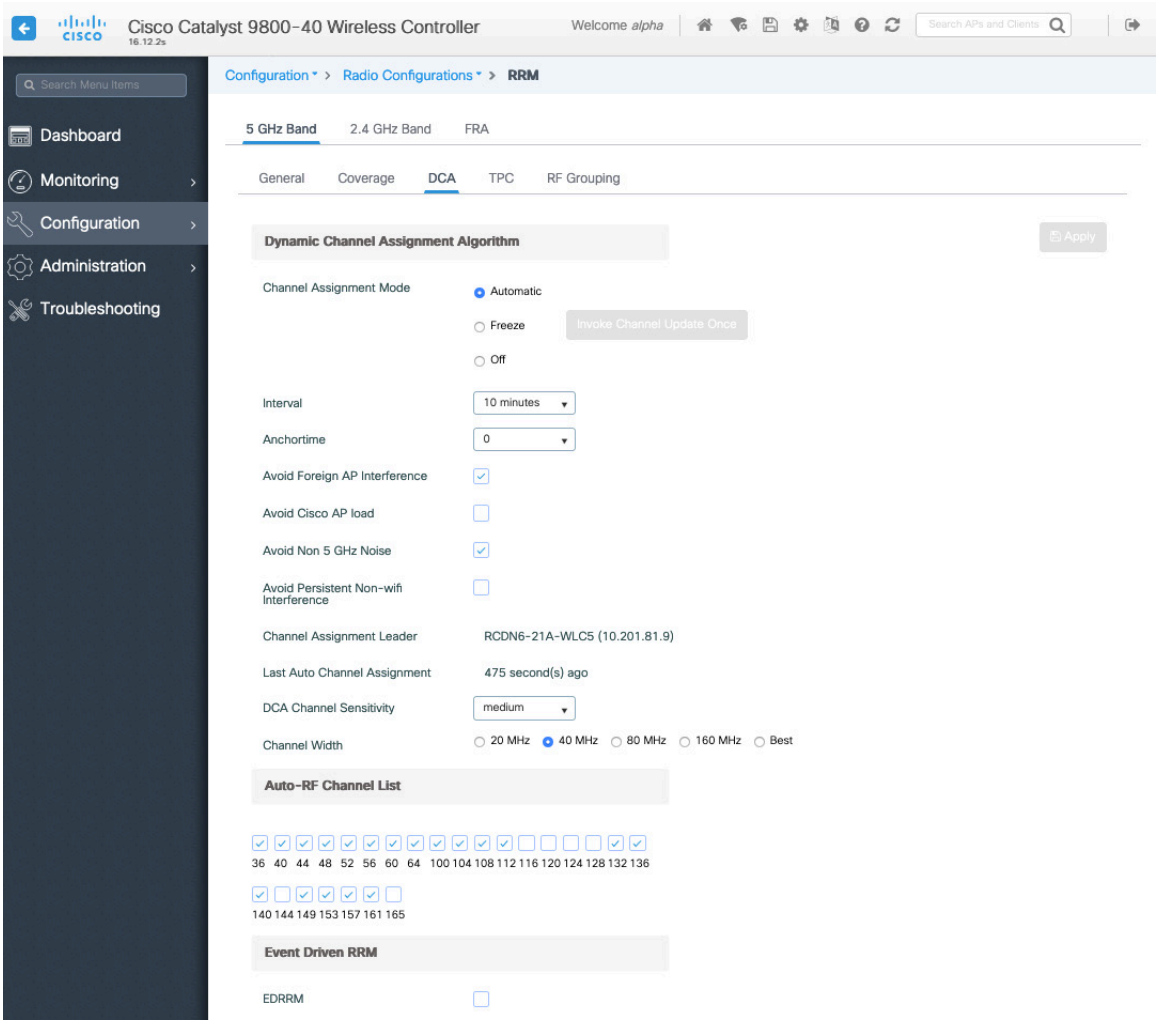
If using automatic power level assignment, a maximum and minimum power level can be specified.



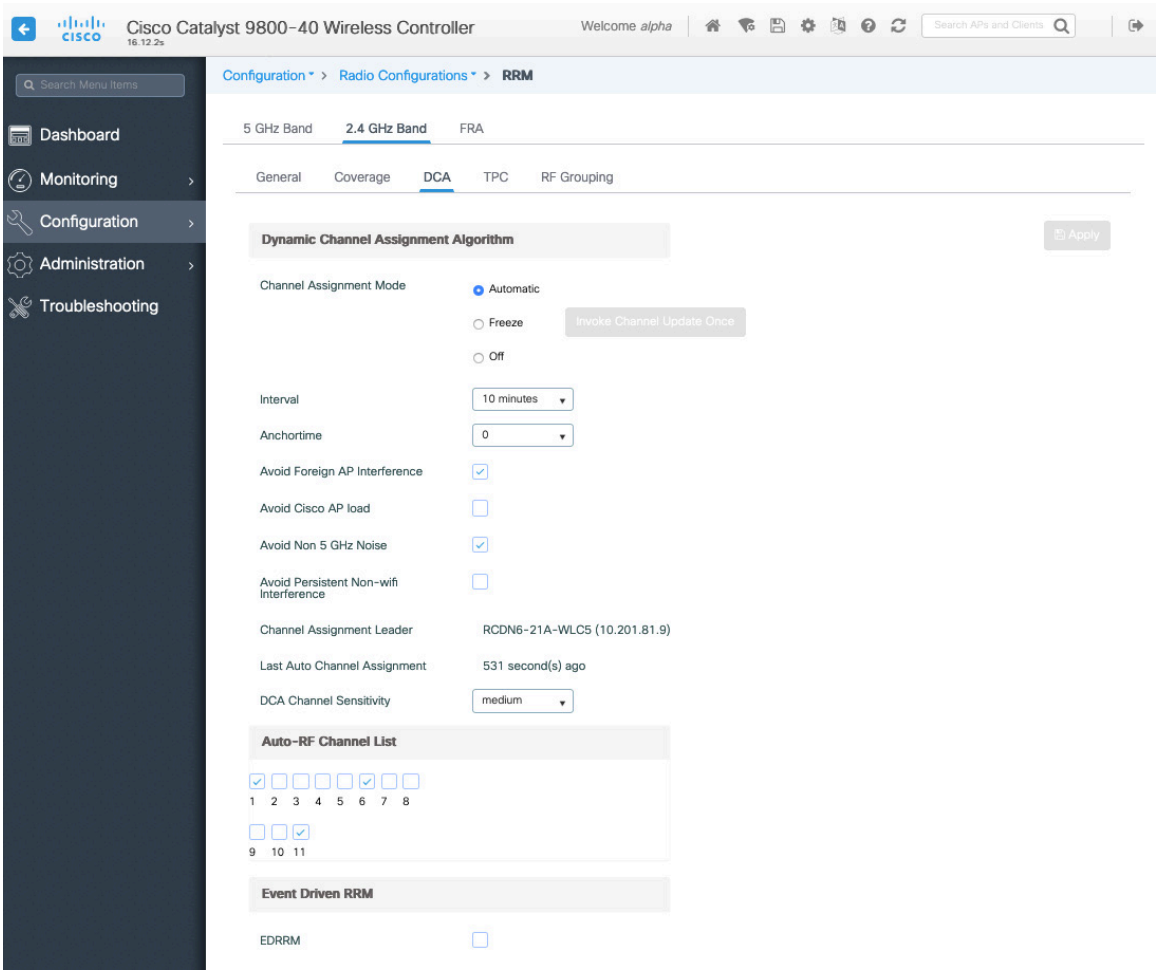
If using 5 GHz, the number of channels can be limited (e.g. 12 channels only) to avoid any potential delay of access point discovery due to having to scan many channels.

The 5 GHz channel width can be configured for 20 MHz or 40 MHz if using Cisco 802.11n Access Points and 20 MHz, 40 MHz, or 80 MHz if using Cisco 802.11ac Access Points.

It is recommended to utilize the same channel width for all access points.



If using 2.4 GHz, only channels 1, 6, and 11 should be enabled in the channel list.



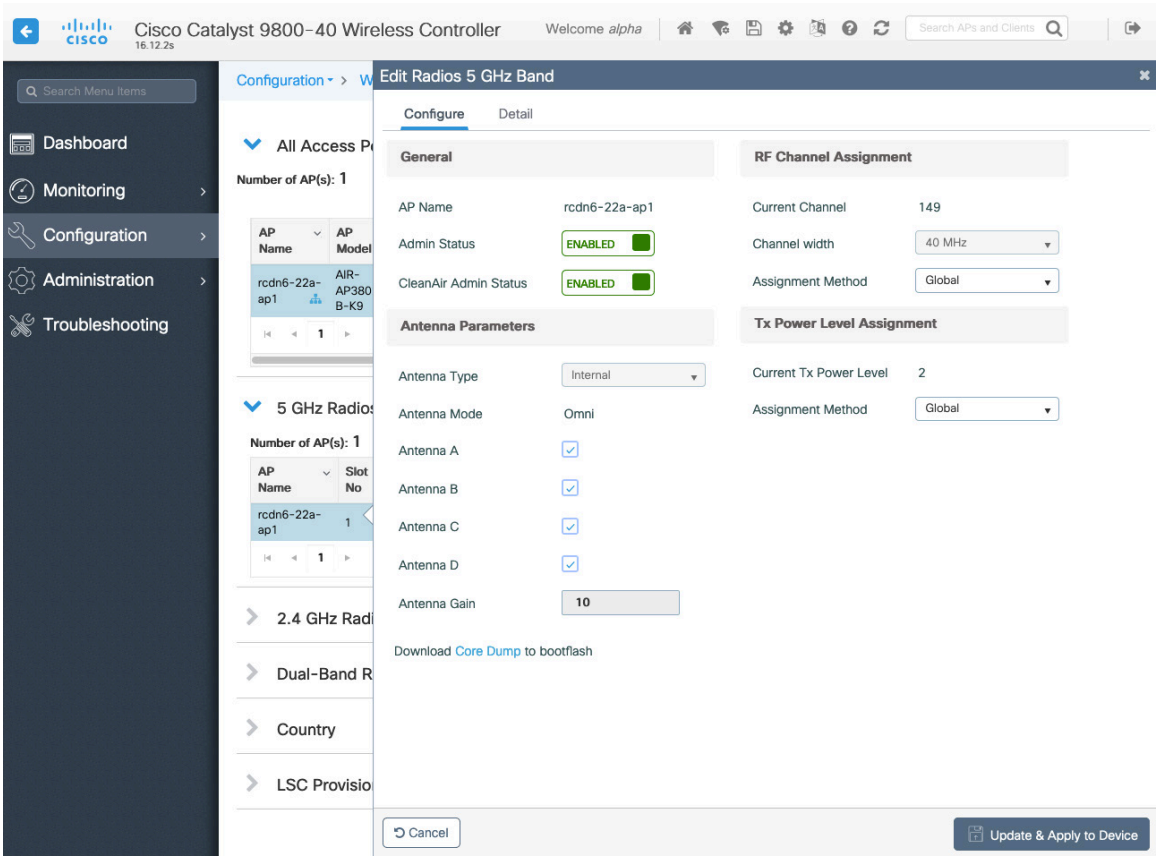
Individual access points can be configured to override the global setting to use dynamic channel and transmit power assignment for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

Other access points can be enabled for automatic assignment method and account for the access points that are statically configured.

This may be necessary if there is an intermittent interferer present in an area.

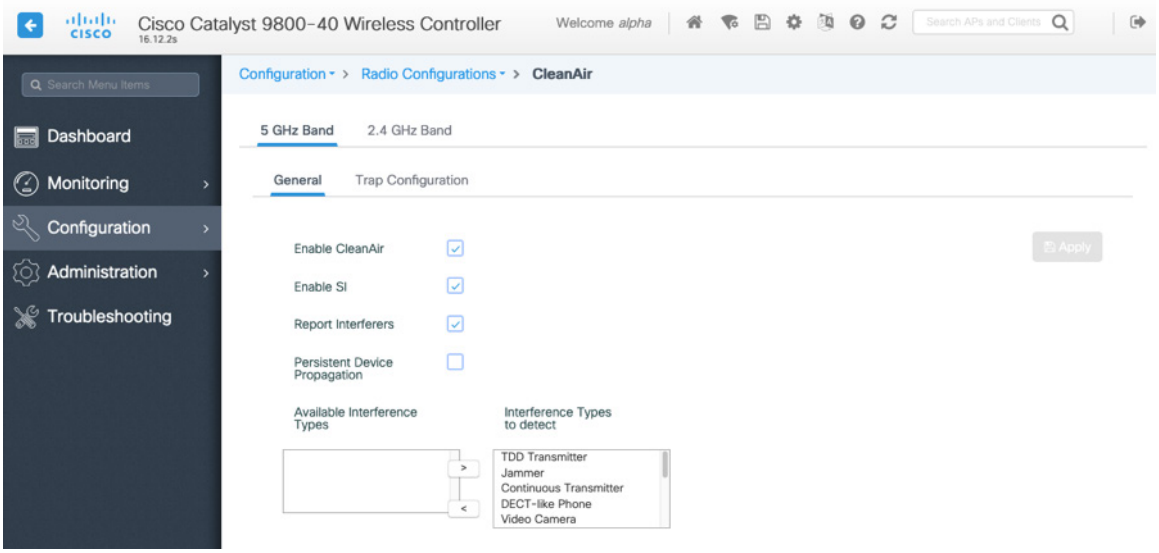
The 5 GHz channel width can be configured for 20 MHz or 40 MHz if using Cisco 802.11n Access Points and 20 MHz, 40 MHz, or 80 MHz if using Cisco 802.11ac Access Points.

It is recommended to utilize the same channel width for all access points.



CleanAir

Enable CleanAir should be **Enabled** when utilizing Cisco access points with CleanAir technology in order to detect any existing interferers.



WLAN Settings

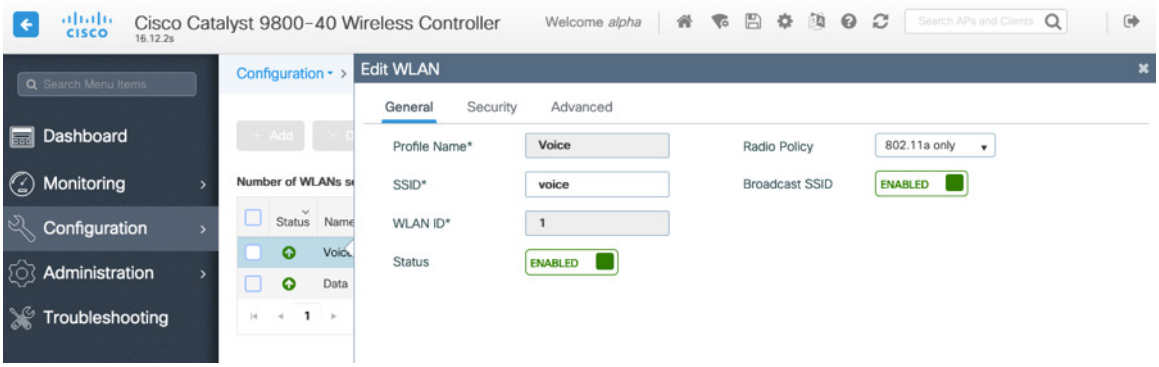
It is recommended to have a separate SSID for the Webex Desk Series.

However, if there is an existing SSID configured to support voice capable Cisco Wireless LAN endpoints already, then that WLAN can be utilized instead.

The SSID to be used by the Webex Desk Series can be configured to only apply to a certain 802.11 radio type (e.g. 802.11a only).

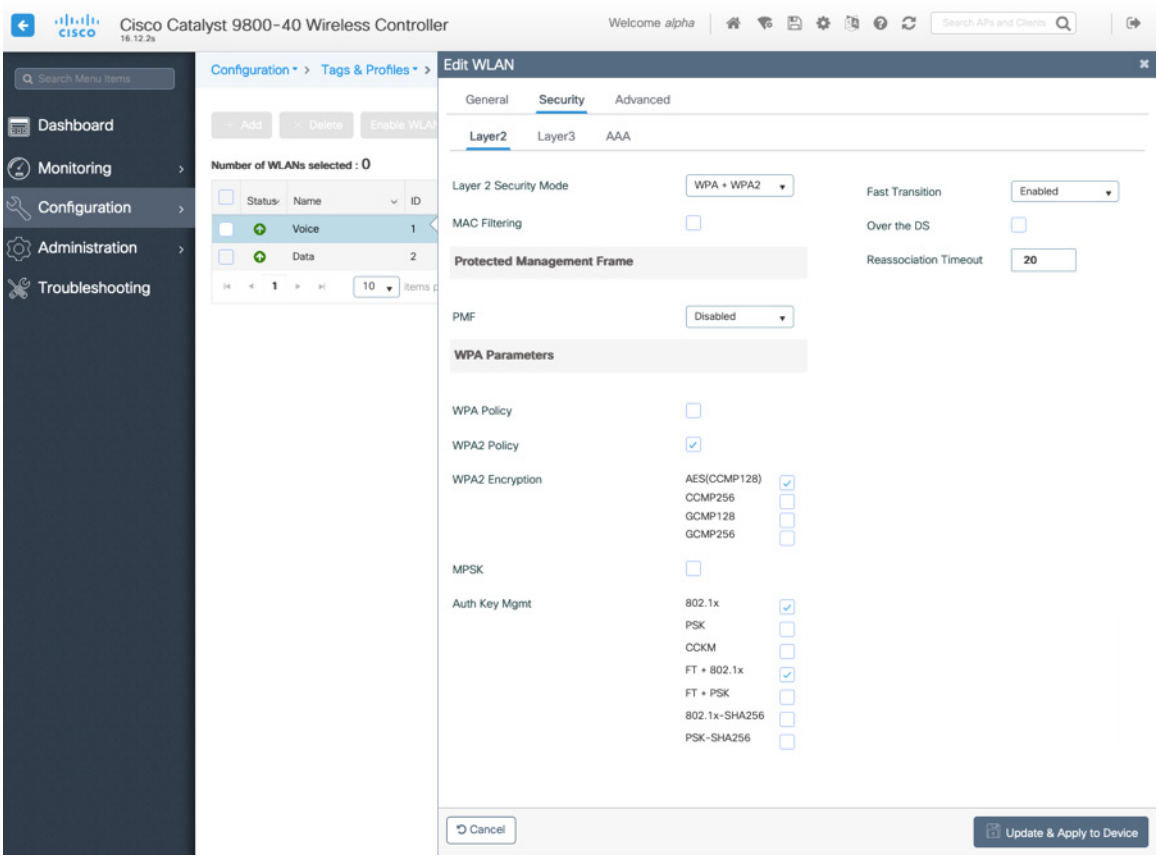
It is recommended to have the Webex Desk Series operates on the 5 GHz band only due to having many channels available and not as many interferers as the 2.4 GHz band has.

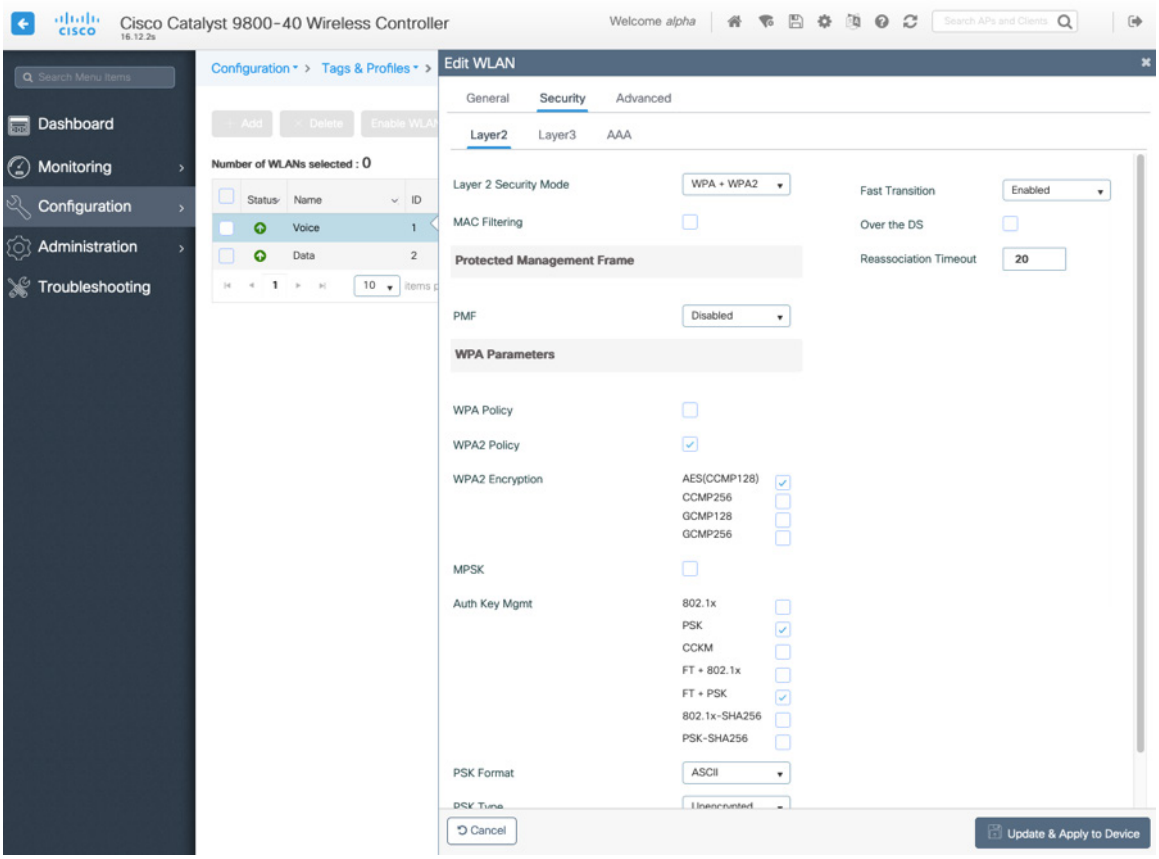
Ensure that the selected SSID is not utilized by any other wireless LANs as that could lead to failures when powering on or during roaming; especially if a different security type is utilized.



Protected Management Frame should be set to **Optional** or **Disabled.**

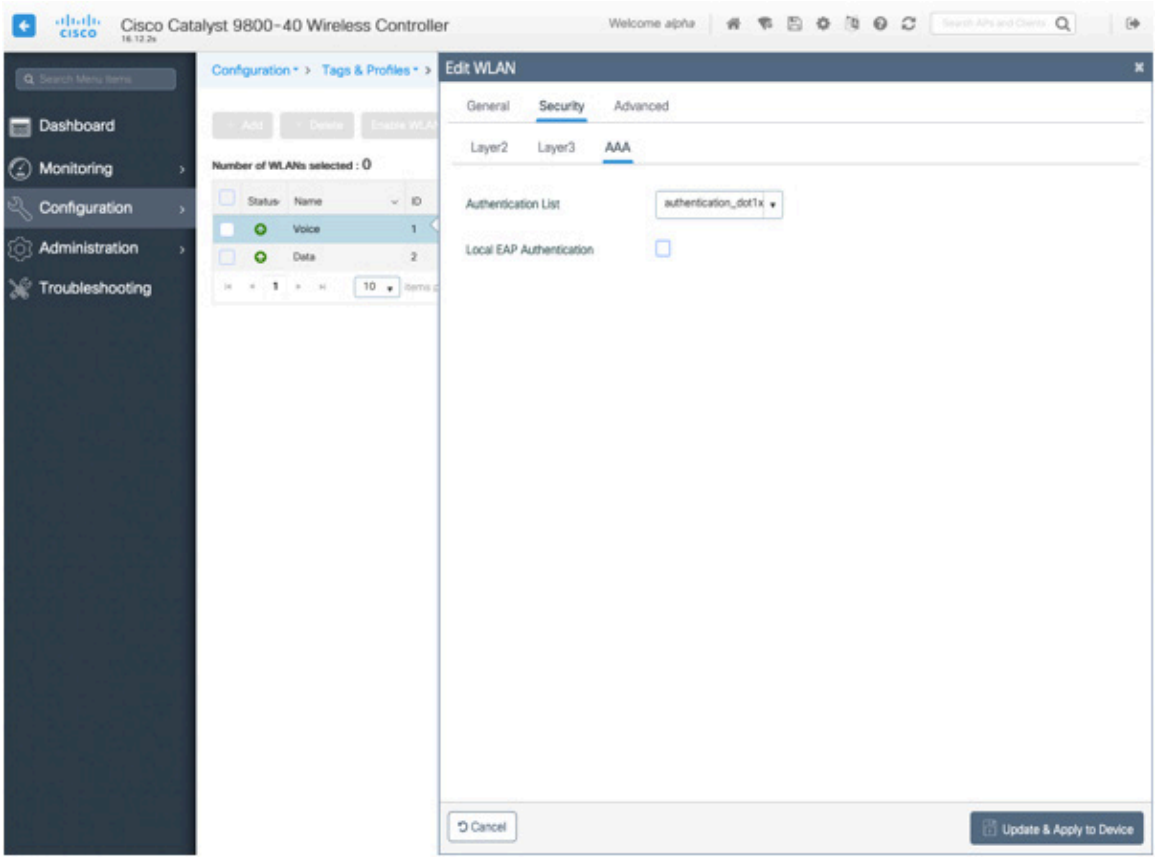
Enable WPA2 policy with AES(CCMP128) encryption then either 802.1x or PSK for authenticated key management type depending on whether 802.1x or PSK is to be utilized.





802.11r (FT), CCKM and/or PSK may also be enabled if wanting to utilize the same SSID for various type of voice clients, depending on whether 802.1x or PSK is being utilized.

If using 802.1x, configure the AAA Authentication List that maps to the RADIUS Servers defined in the RADIUS Server Groups.



Aironet IE should be **Enabled**.

Peer to Peer (P2P) Blocking Action should be **Disabled**.

The **WMM Policy** should be set to **Required** only if the Webex Desk Series or other WMM enabled phones will be using this SSID.

If there are non-WMM clients existing in the WLAN, it is recommended to put those clients on another WLAN.

If non-other WMM clients must utilize the same SSID as the Webex Desk Series, then ensure the WMM policy is set to **Allowed.**

The maximum client connections per WLAN, per AP per WLAN, or per AP radio per WLAN can be configured as necessary.

Off Channel Scanning Defer can be tuned to defer scanning for certain queues as well as the scan defer time.

It is recommended to enabled defer priority for queues 4-6.

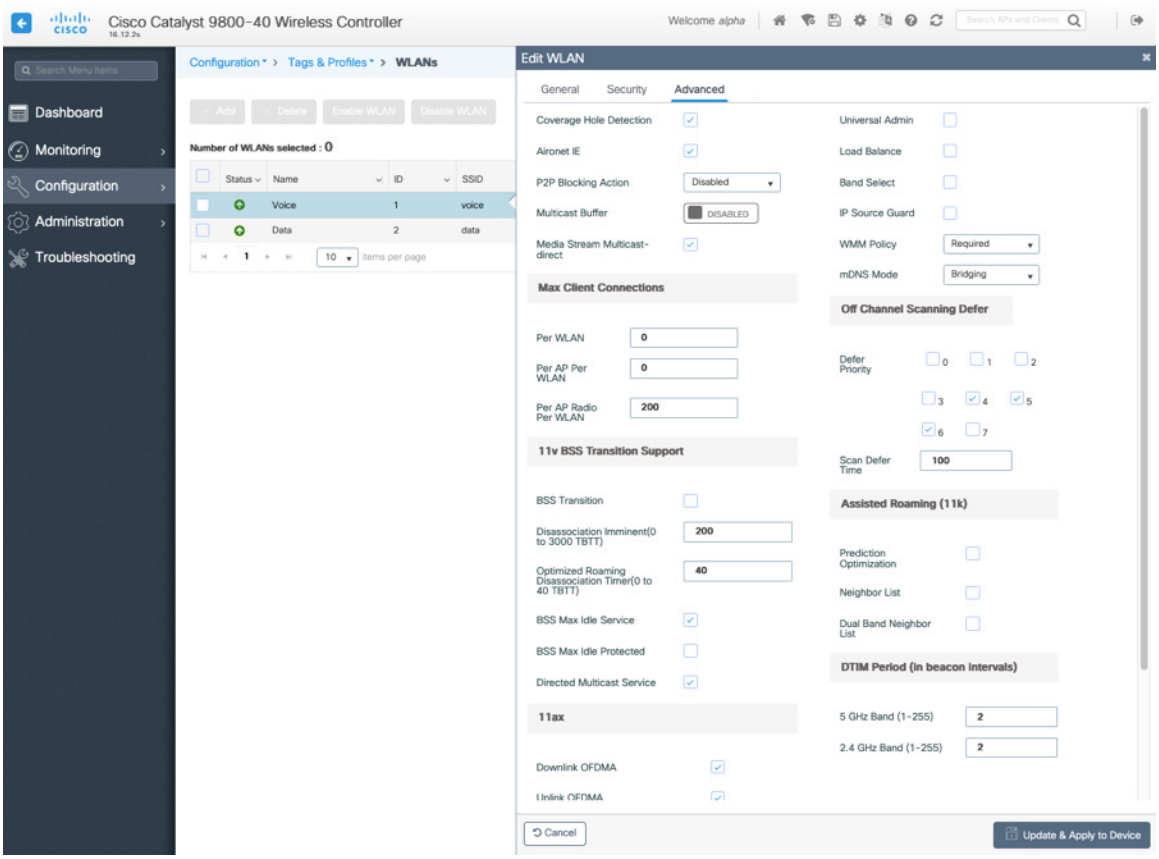
If using best effort applications frequently or if DSCP values for priority applications (e.g. voice and call control) are not preserved to the access point, then is recommended to enable the lower priority queues (0-3) along with the higher priority queues (4-6) to defer off channel scanning as well as potentially increasing the scan defer time.

For deployments where EAP failures occur frequently, it is recommended to enable priority queue 7 to defer off channel scanning during EAP exchanges.

Ensure **Load Balance** and **Band Select** are disabled.

Use a **DTIM Period** of **2** with a beacon period of **100 ms**.

802.11k and 802.11v are not supported, therefore should be disabled.

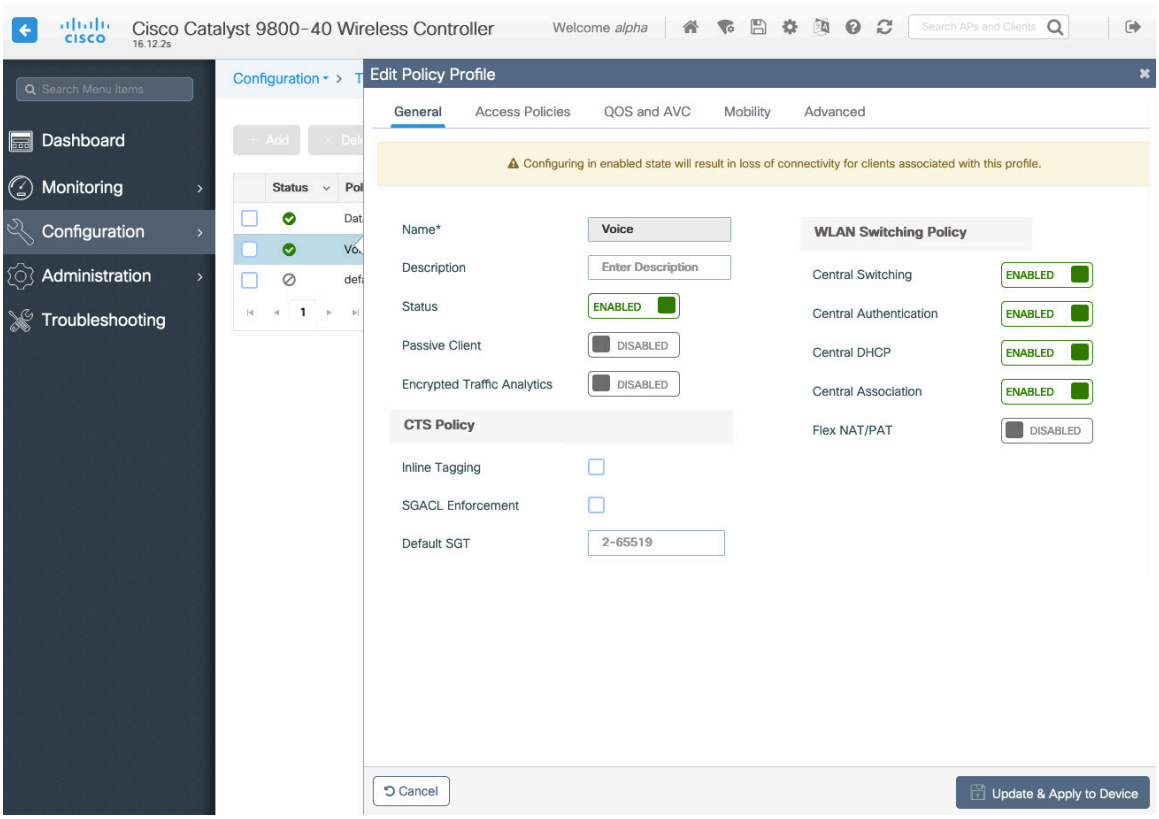


Policy Profiles

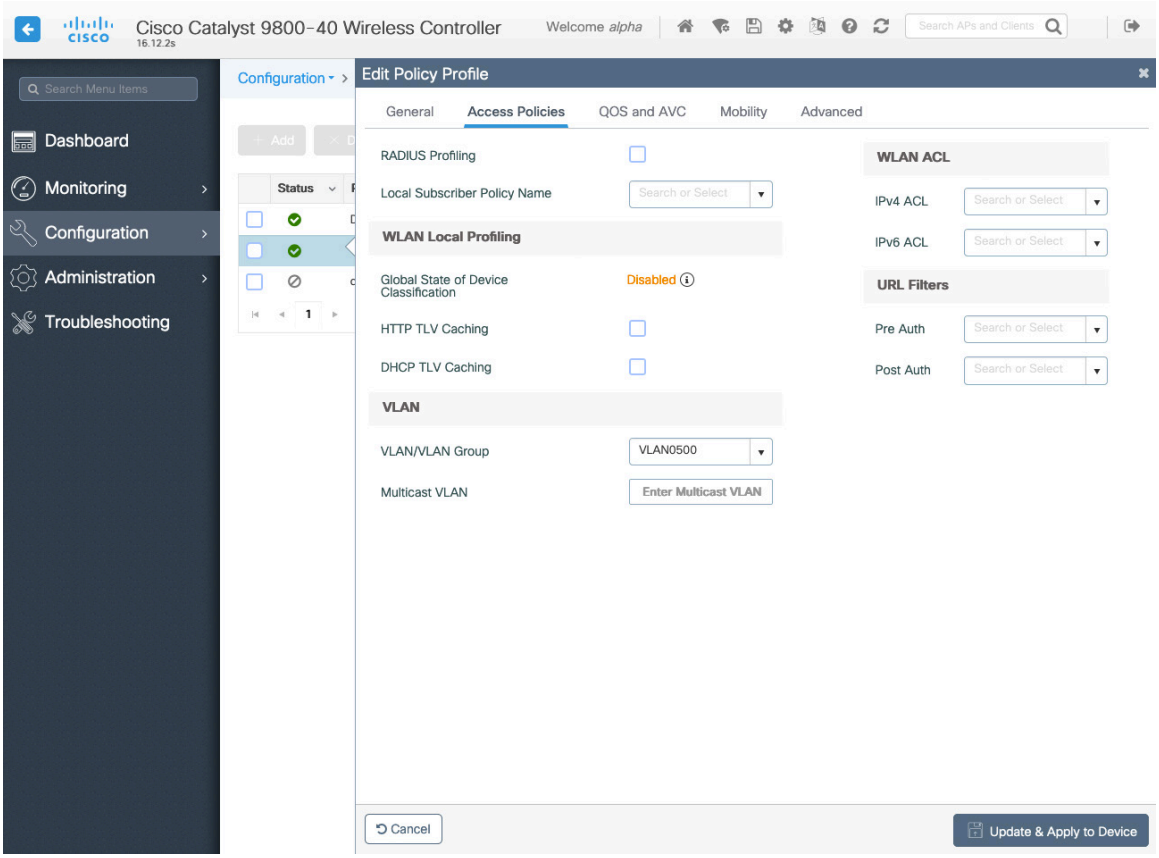
Policy Profiles are used to define additional settings regarding access, QoS, Mobility, and advanced settings.

Policy Profiles are then mapped to a WLAN Profile via a Policy Tag, which then can be applied to an access point.

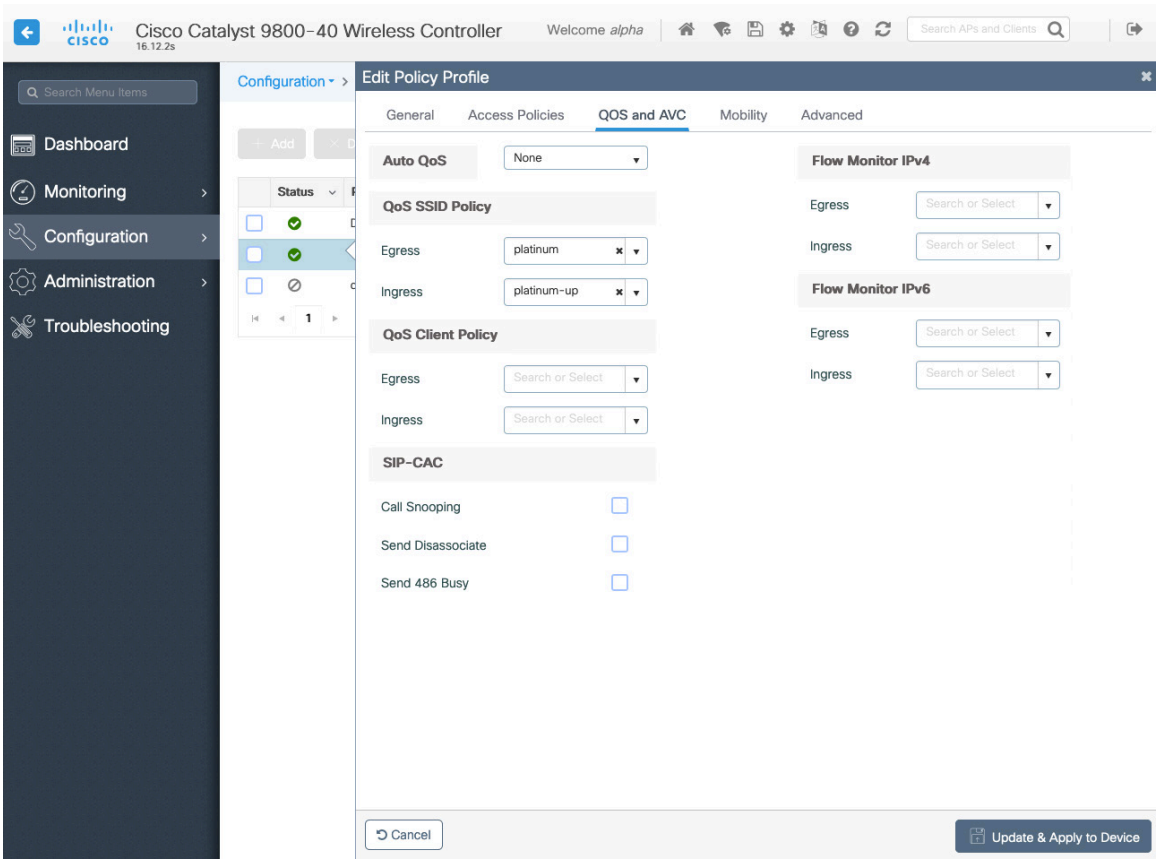
Ensure the **Status** of the policy profile is **Enabled**.



Select the **VLAN** or **VLAN Group** to be utilized with the policy profile.



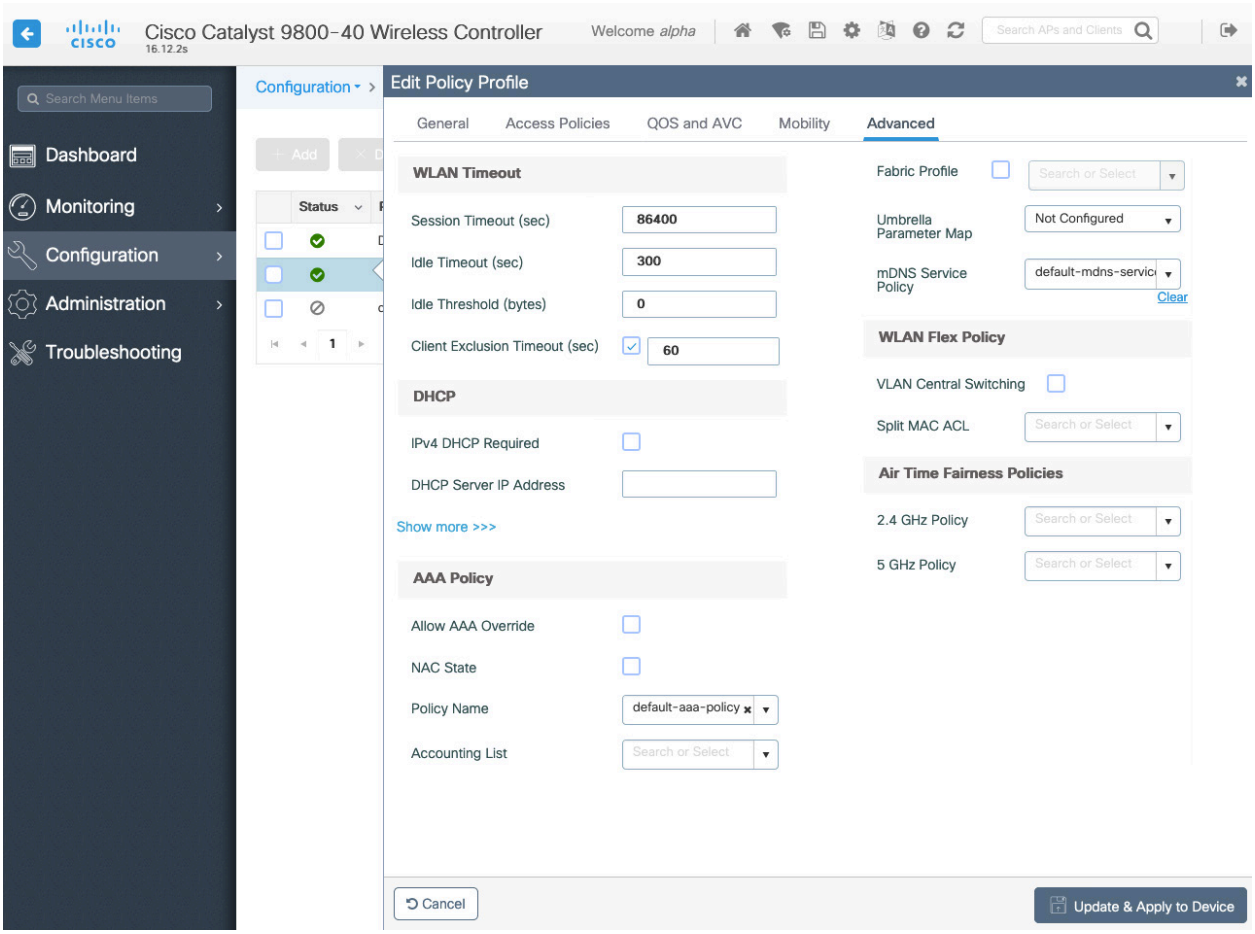
Ensure the QoS SSID Policy is set to **Platinum** for egress and **Platinum-up** for ingress.



Configure **Session Timeout** as necessary per your requirements. It is recommended to enable the session timeout for 86400 seconds to avoid possible interruptions during audio calls, but also to re-validate client credentials periodically to ensure that the client is using valid credentials.

Configure **Client Exclusion Timeout** as necessary.

IPv4 DHCP Required should be disabled.



RF Profiles

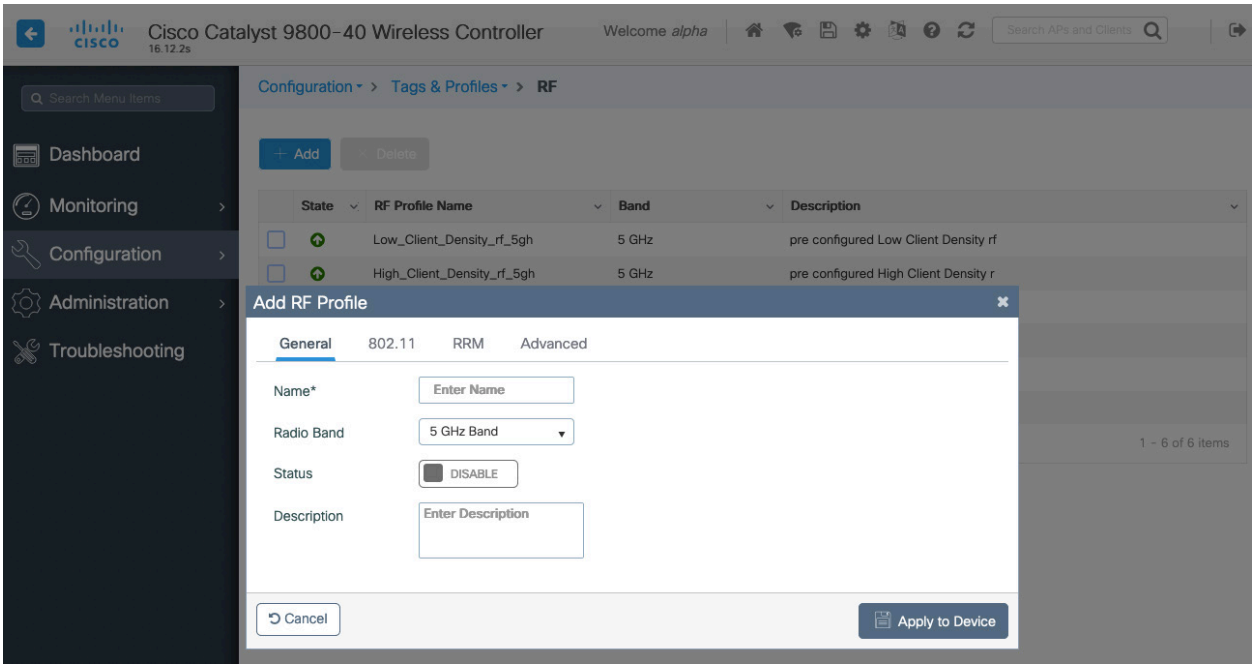
RF Profiles can be created to specify which frequency bands, data rates, RRM settings, and advanced settings a group of access points should use.

It is recommended to have the SSID used by the Webex Desk Series to be applied to 5 GHz radios only.

RF Profiles are applied to an RF Tag, which then can be applied to an access point.

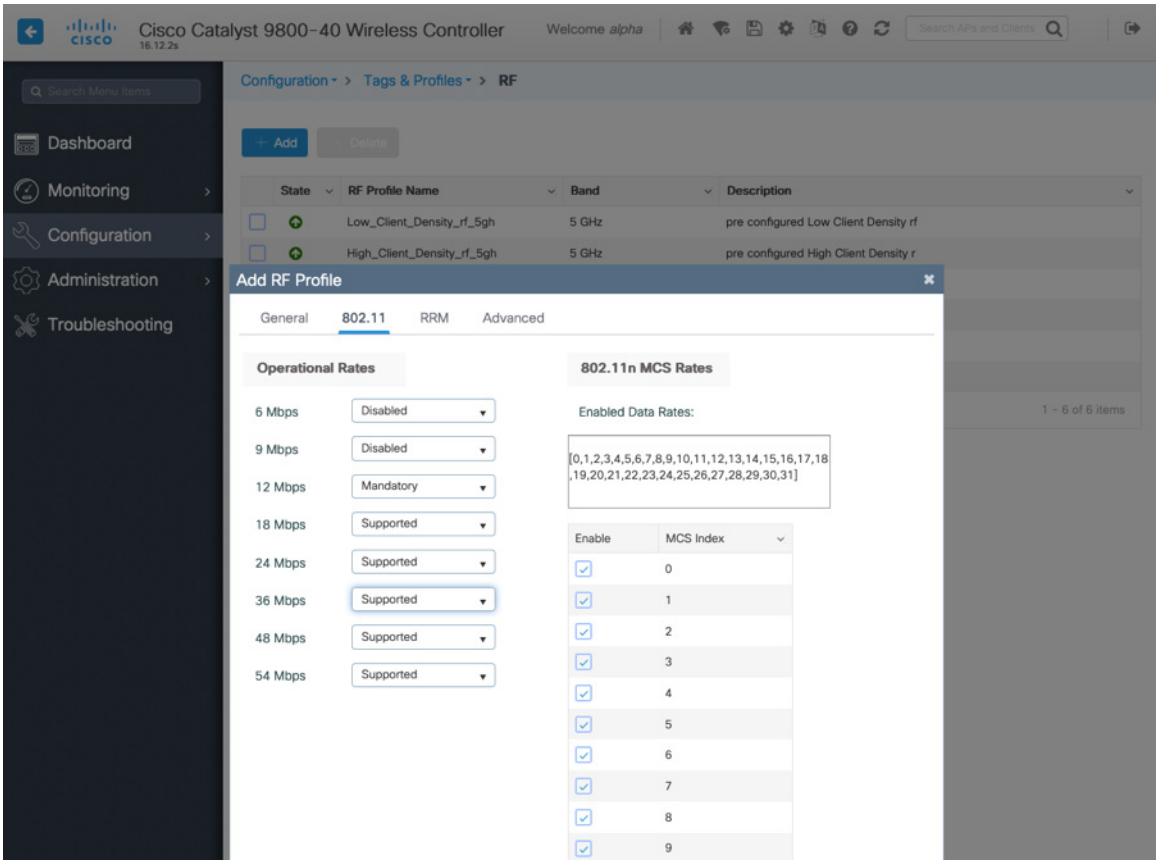
When creating an RF Profile, the **Name** and **Radio Band** must be defined.

Select **5 GHz Band** or **2.4 GHz Band** for the **Radio Band**.

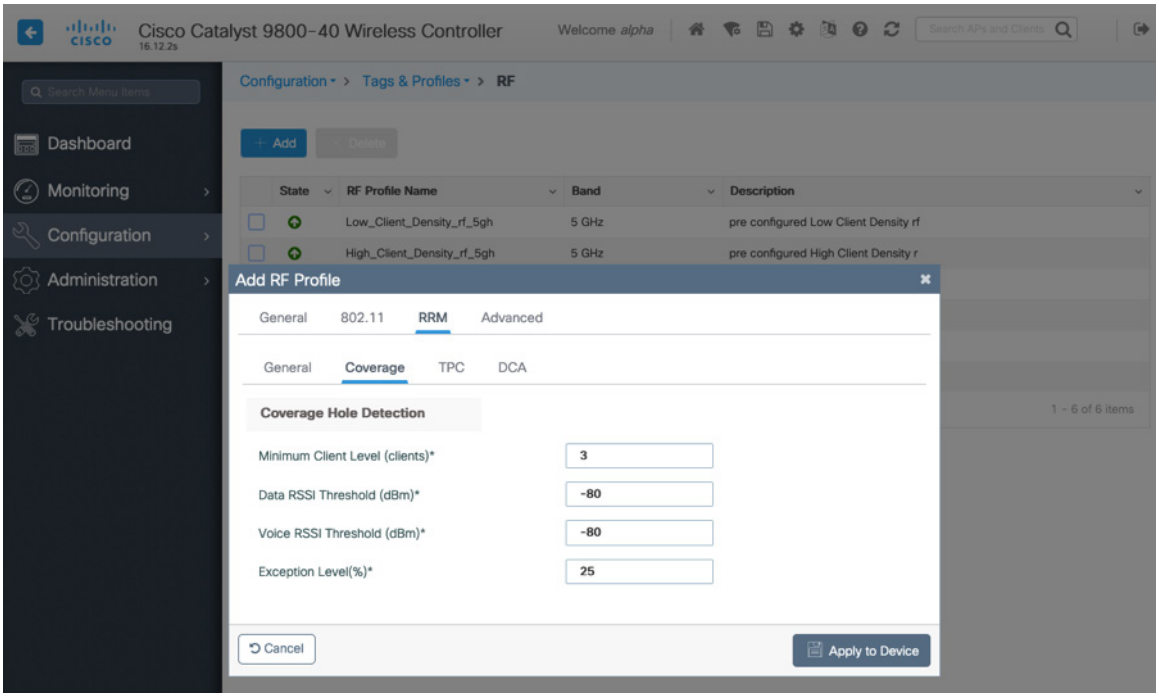


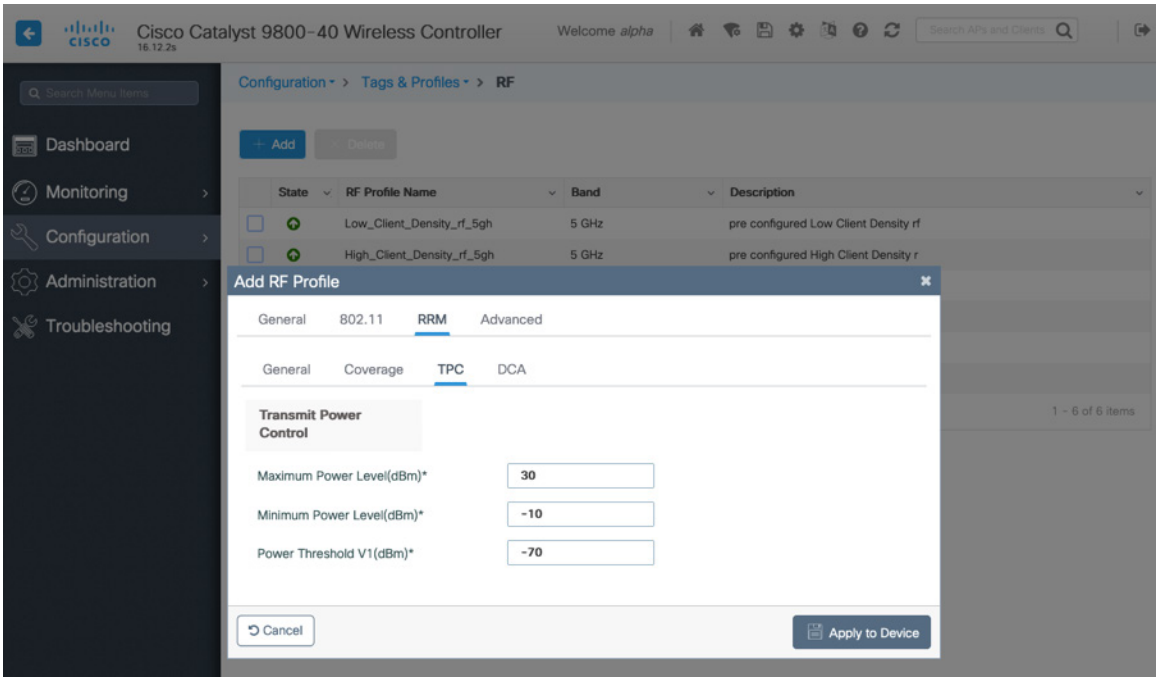
On the **802.11** tab, configure the data rates as necessary.

Is recommended to enable 12 Mbps as **Mandatory** and 18 Mbps and higher as **Supported**; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.



On the **RRM** tab, the **Maximum Power Level** and **Minimum Power Level** settings as well as other **DCA**, **TPC**, and **Coverage** settings can be configured.


Cisco Catalyst 9800-40 Wireless Controller
16.12.2s
Welcome alpha
Configuration > Tags & Profiles > RF
Dashboard
Monitoring
Configuration
Administration
Troubleshooting
Add
Delete
State
RF Profile Name
Band
Description
Low_Client_Density_rf_5gh
5 GHz
pre configured Low Client Density rf
High_Client_Density_rf_5gh
5 GHz
pre configured High Client Density r
1 - 6 of 6 items
Add RF Profile
General
802.11
RRM
Advanced
General
Coverage
TPC
DCA
Coverage Hole Detection
Minimum Client Level (clients)*
3
Data RSSI Threshold (dBm)*
-80
Voice RSSI Threshold (dBm)*
-80
Exception Level(%)*
25
Cancel
Apply to Device


Cisco Catalyst 9800-40 Wireless Controller
16.12.2s
Welcome alpha
Configuration > Tags & Profiles > RF
Dashboard
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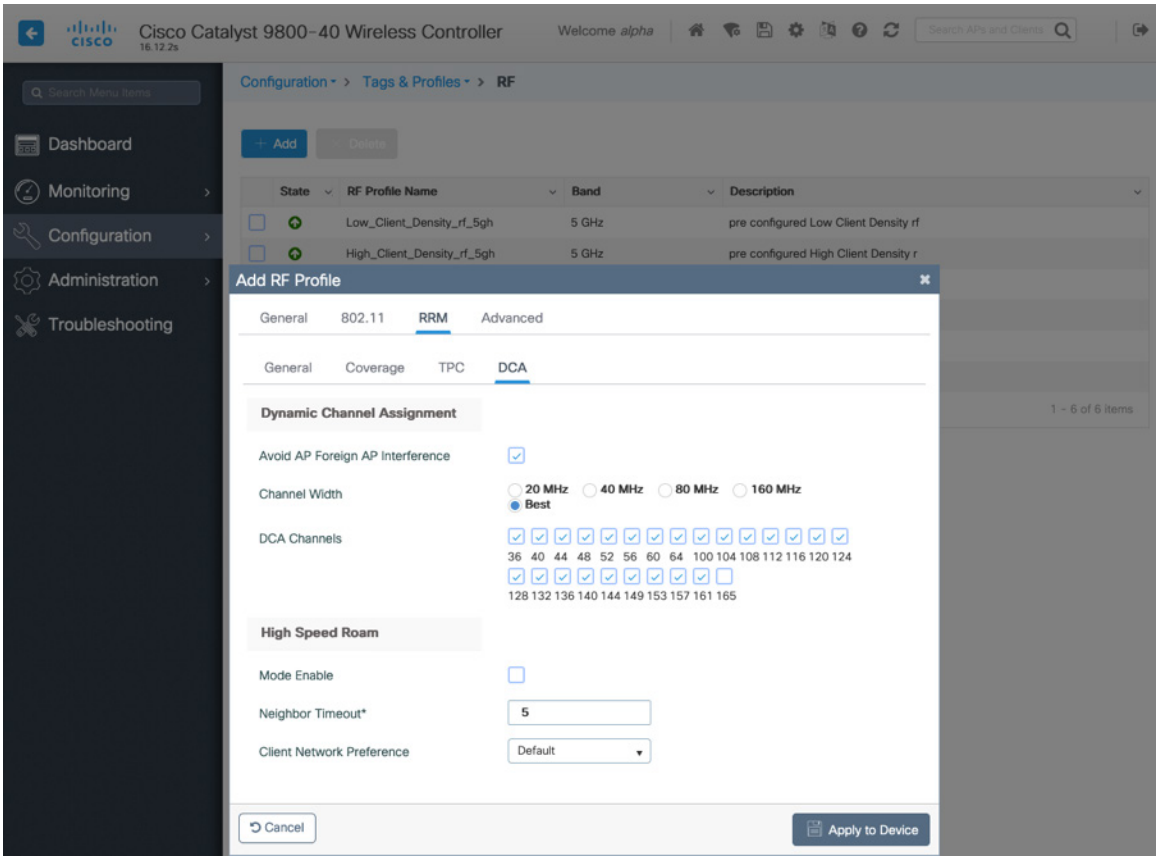
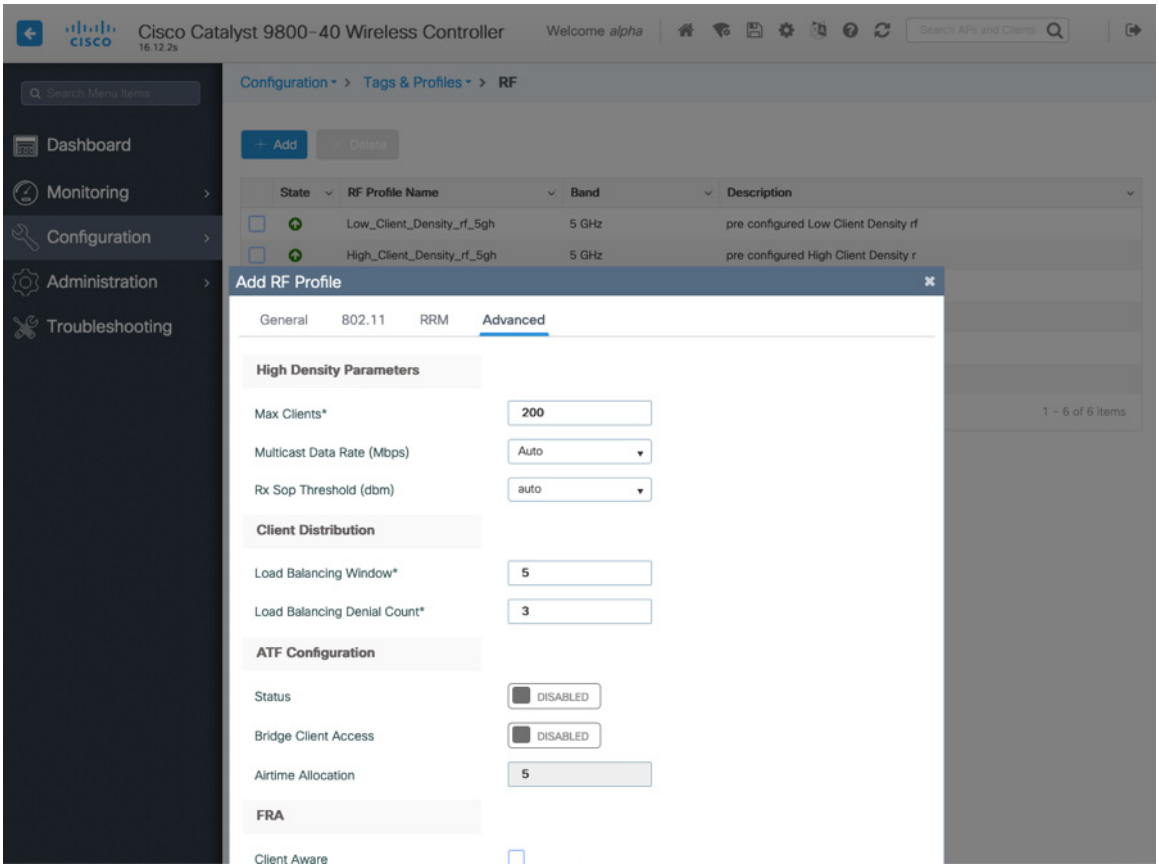
Troubleshooting
Add
Delete
State
RF Profile Name
Band
Description
Low_Client_Density_rf_5gh
5 GHz
pre configured Low Client Density rf
High_Client_Density_rf_5gh
5 GHz
pre configured High Client Density r
1 - 6 of 6 items
Add RF Profile
General
802.11
RRM
Advanced
General
Coverage
TPC
DCA
Transmit Power Control
Maximum Power Level(dBm)*
30
Minimum Power Level(dBm)*
-10
Power Threshold V1(dBm)*
-70
Cancel
Apply to Device



On the **Advanced** tab, **Maximum Clients**, **Multicast Data Rate**, **Rx Sop Threshold**, and other advanced settings can be configured.

It is recommended to use the default value (**Auto**) for **Rx Sop Threshold**.



Flex Profiles

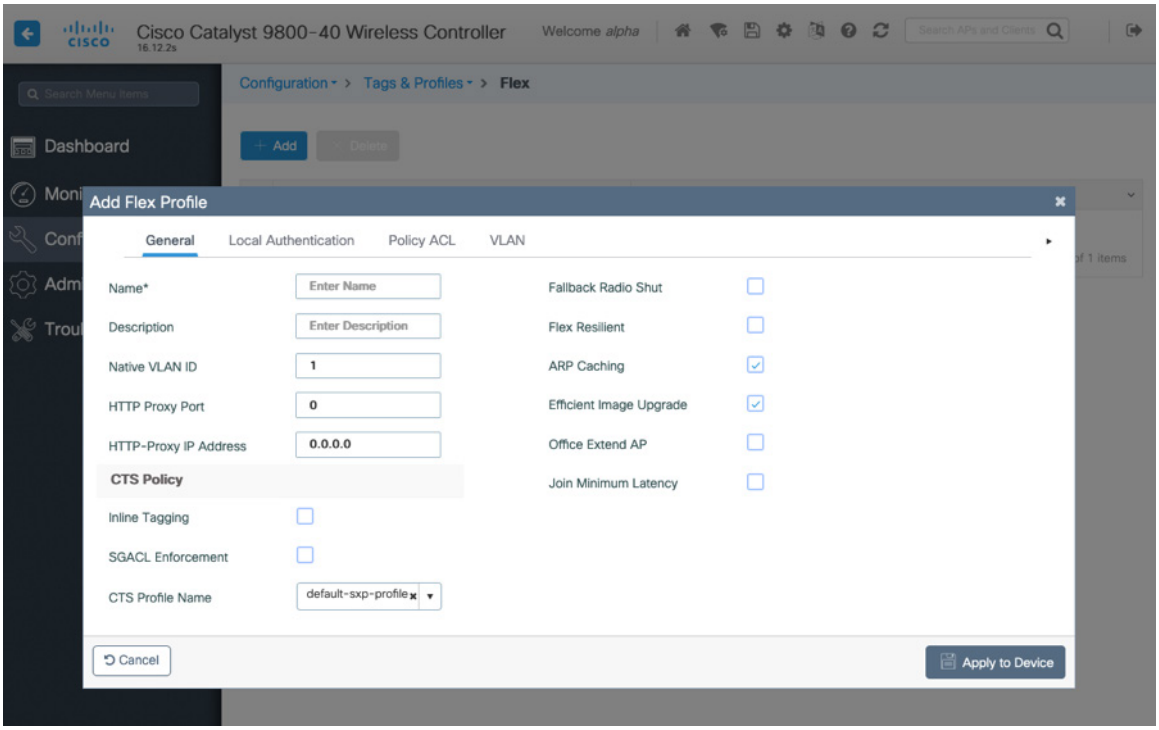
Flex Profiles are used to define the settings the access point should use when in Flexconnect mode.

Flex Profiles are then mapped to a Site Tag, which then can be applied to an access point.

Configure the **Native VLAN ID** for the access point to use as well as the allowed VLANs.

Ensure **ARP Caching** is **Enabled**.

Enable **Local Authentication** as necessary.



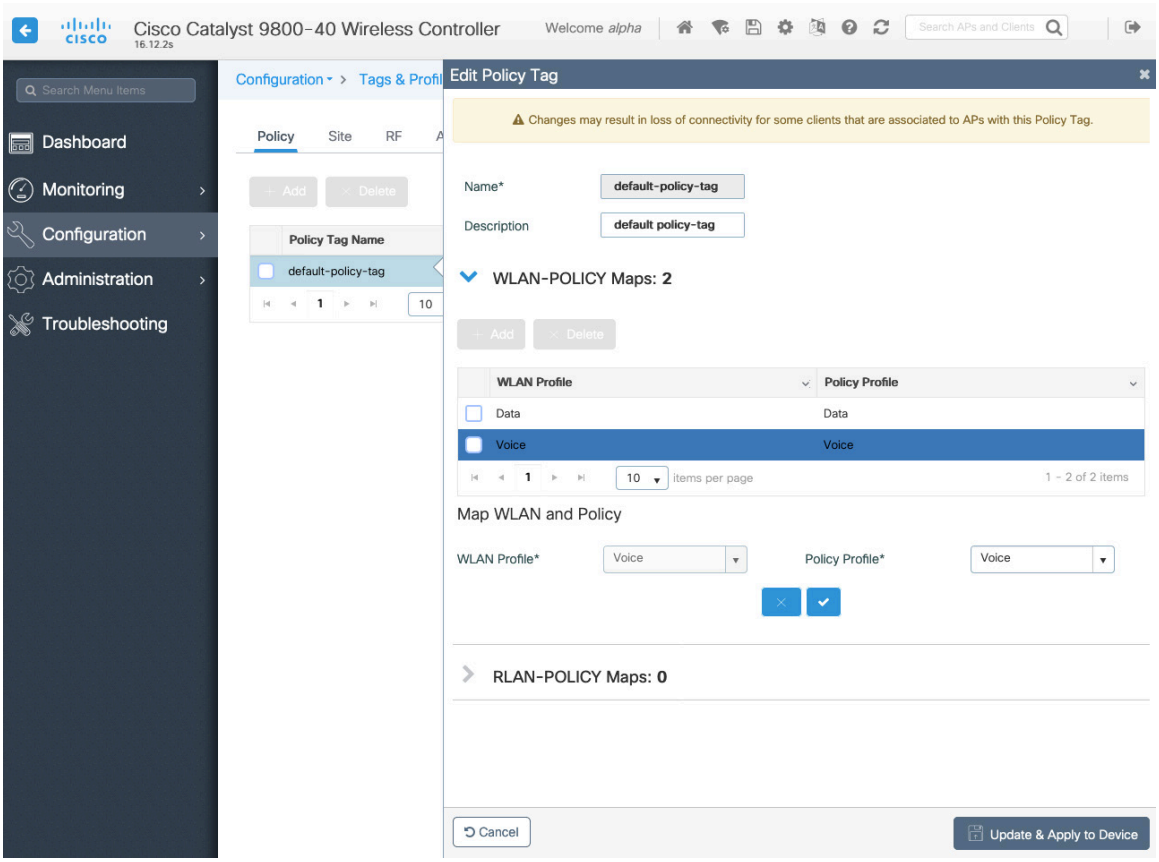
Tags

Policy Tag

Policy Tags define the mapping of WLAN Profiles and Policy Profiles.

Policy Tags are then applied to an access point to specify which WLANs / SSIDs are to be enabled, which interface they should be mapped to and which QoS and other settings to use.

When creating a Policy Tag, click **Add**, select the **WLAN Profile** to configure then select the **Policy Profile** to be used.



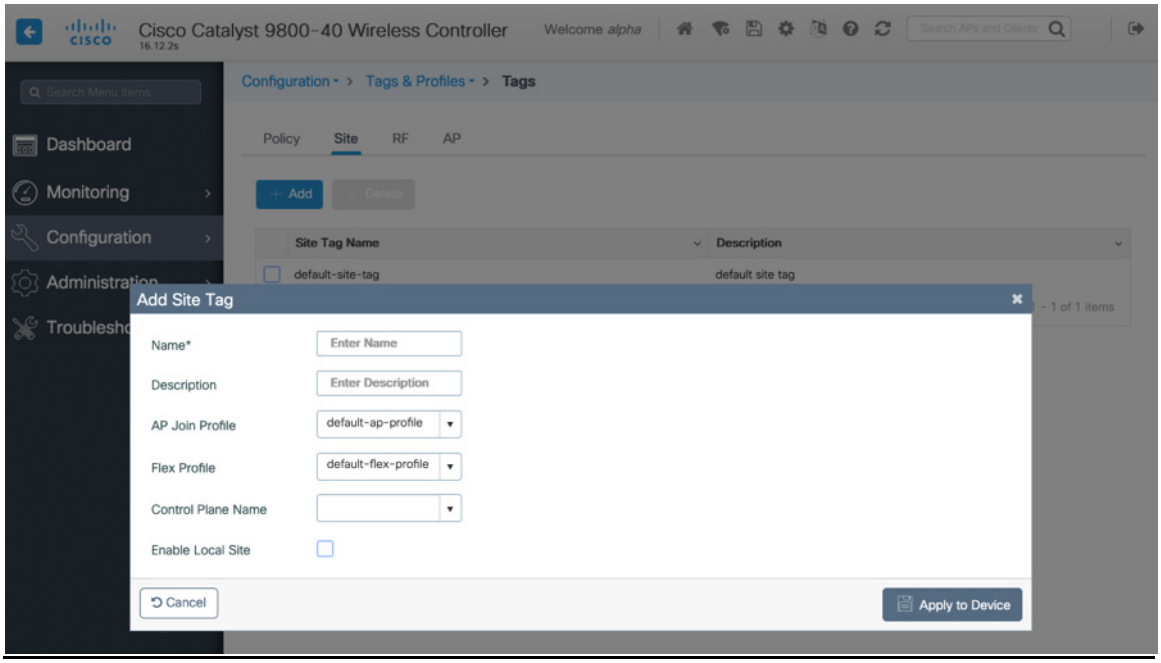
Site Tag

Site Tags define which AP Join Profile and Flex Profile should be used.

Site Tags are then applied to an access point to specify which AP Join Profile and Flex Profile parameters should be used.

When creating a Site Tag, click **Add**, select the **AP Join Profile** to be used.

When creating a Site Tag to include a Flex Profile, ensure **Enable Local Site** is not checked, then select the necessary **Flex Profile**.

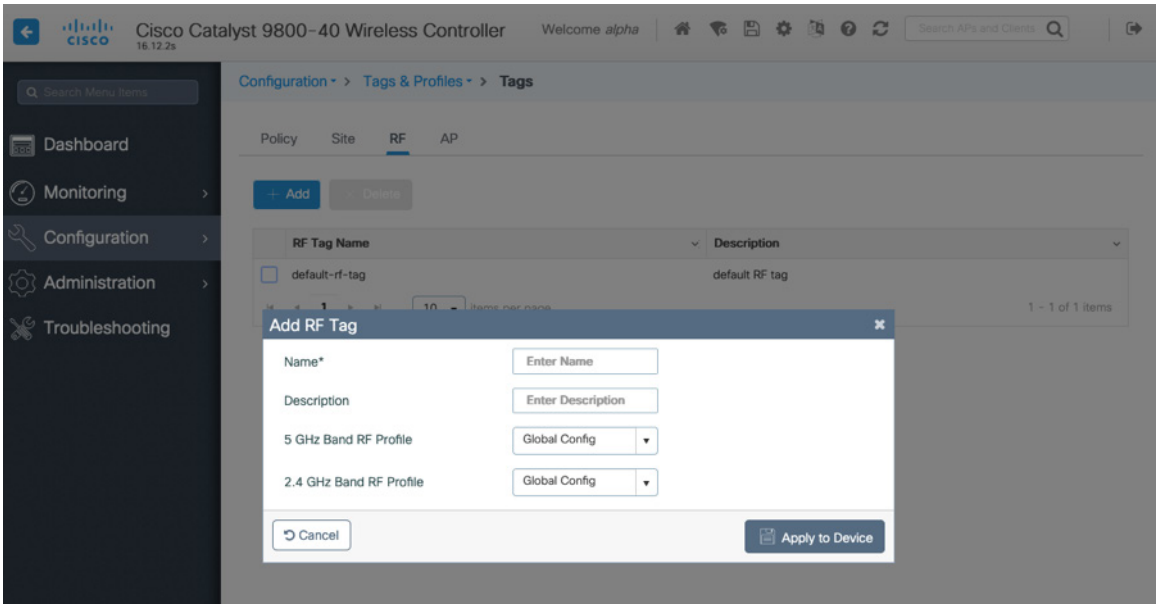


RF Tag

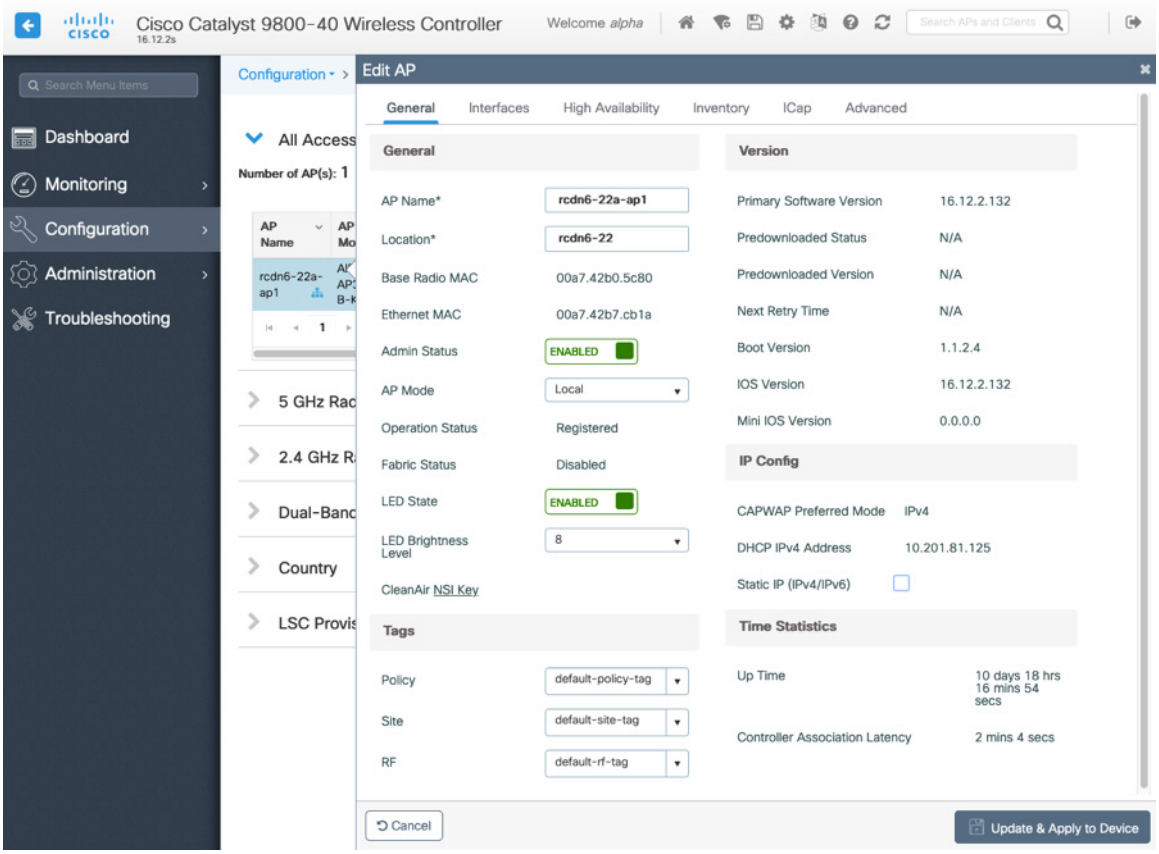
RF Tags define which RF Profiles should be used for 2.4 GHz and 5 GHz.

RF Tags are then applied to an access point to specify which RF Profile parameters should be used.

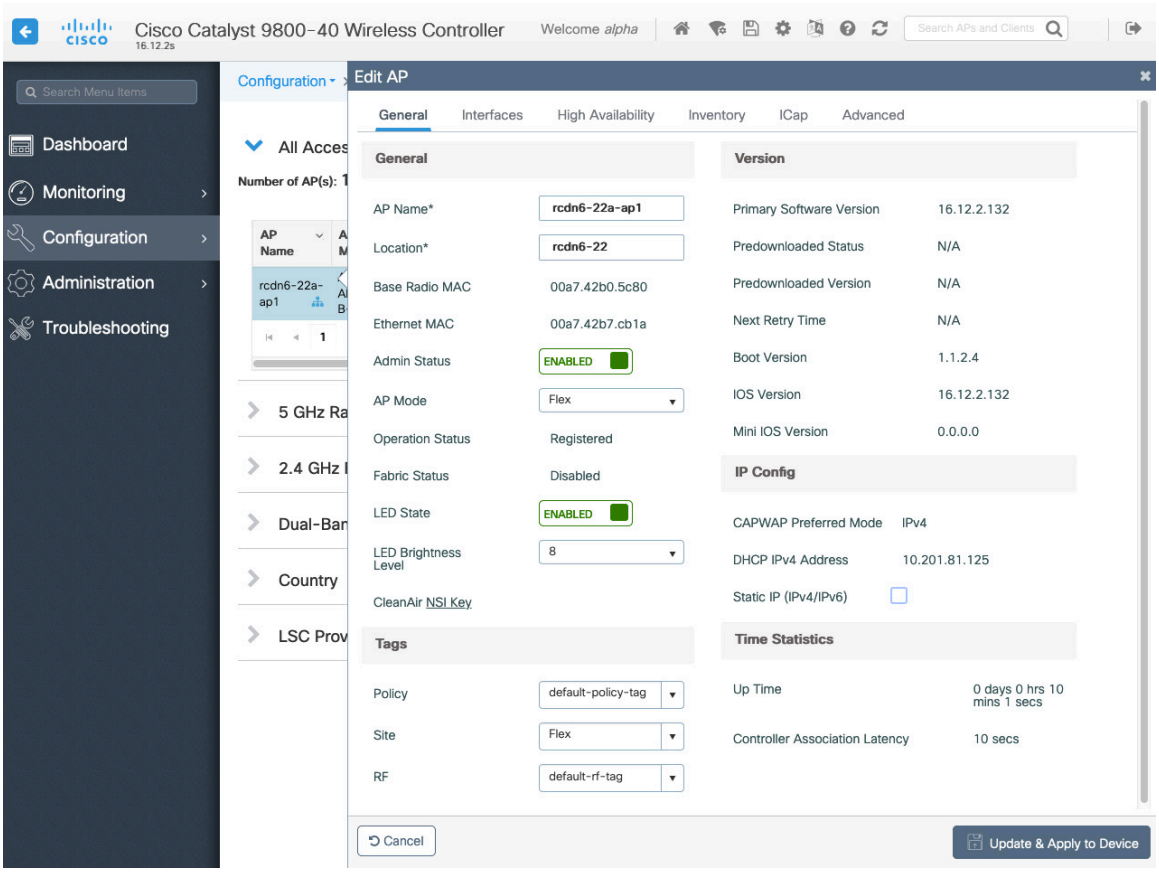
When creating a RF Tag, select the **5 GHz Band RF Profile** and **2.4 GHz Band RF Profile** to be used.



Once tags are defined, they can then be applied to an access point.



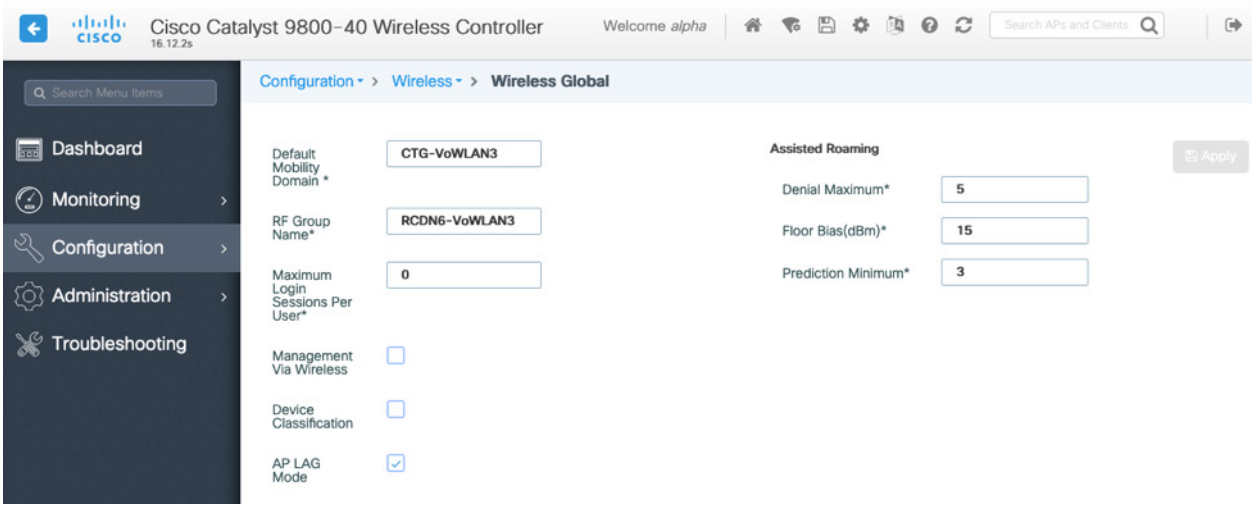
If a Site Tag is applied including a configured Flex Profile, then the **AP Mode** will be changed to **Flex** automatically.



Controller Settings

Ensure the **Default Mobility Domain** is configured correctly.

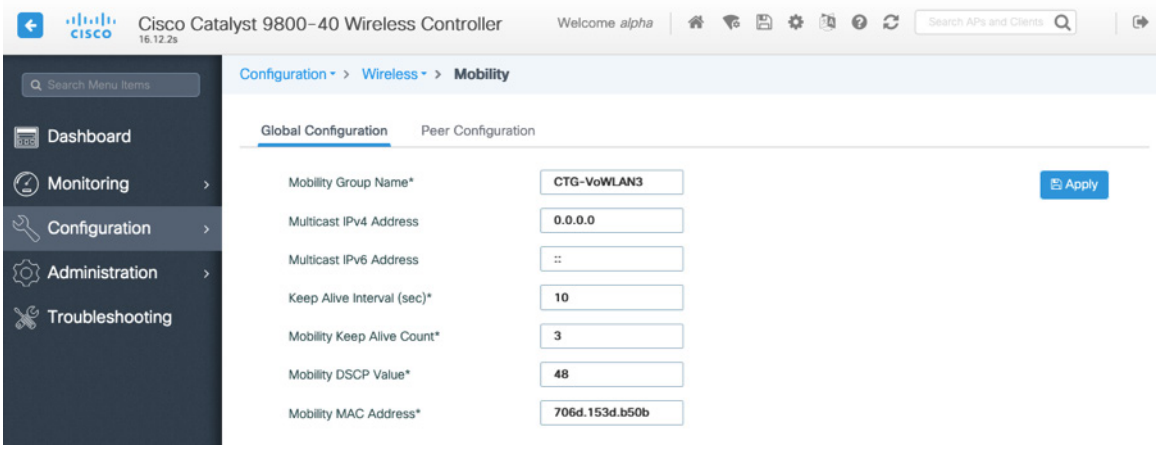
Enable **AP LAG Mode**.

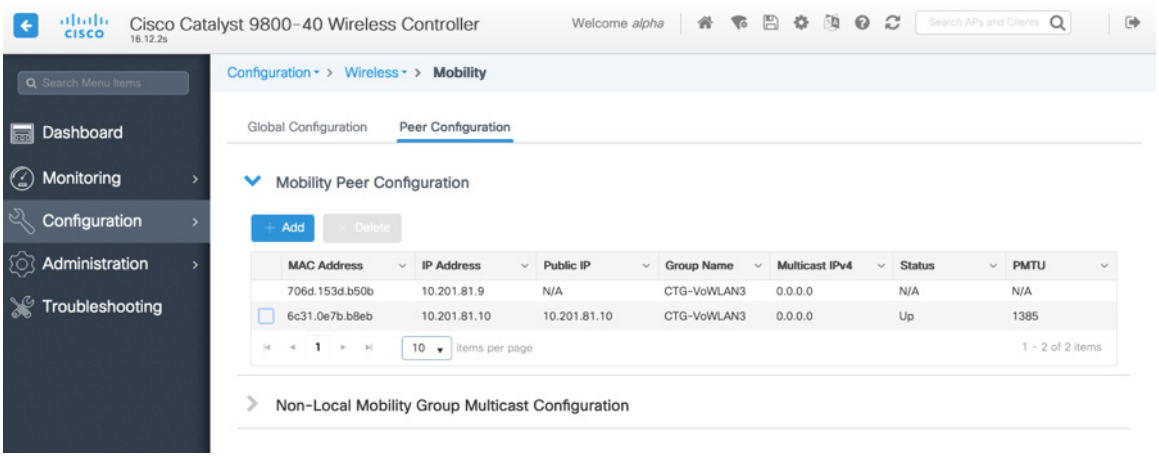


Mobility Settings

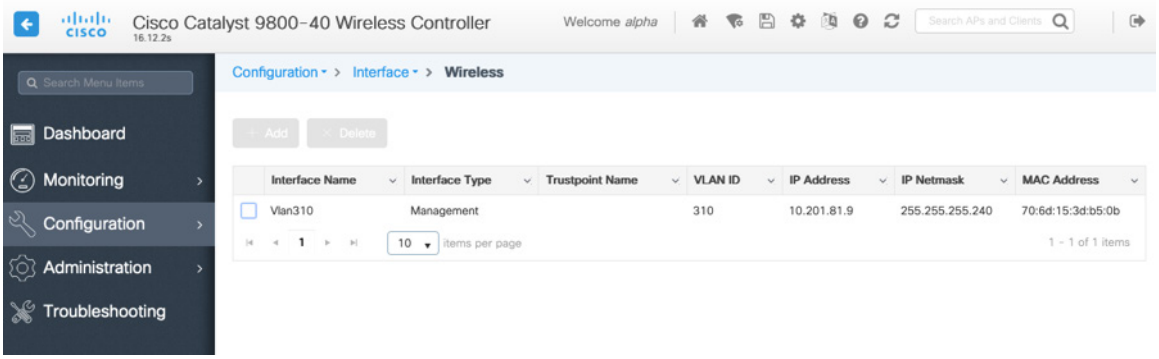
When multiple Cisco Wireless LAN Controllers are to be in the same mobility group, then the IP address and MAC address of each Cisco Wireless LAN Controller should be added to the Mobility Peer configuration.

Ensure each Cisco Wireless LAN Controller is configured with the same **Mobility Group Name**.





Ensure the **Mobility MAC Address** matches the MAC address of the wireless management interface.



Call Admission Control (CAC)

It is recommended to enable **Admission Control Mandatory** for **Voice** and configure the maximum bandwidth and reserved roaming bandwidth percentages for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

The maximum bandwidth default setting for voice is **75%** where **6%** of that bandwidth is reserved for roaming clients.

Roaming clients are not limited to using the reserved roaming bandwidth, but roaming bandwidth is to reserve some bandwidth for roaming clients in case all other bandwidth is utilized.

If CAC is to be enabled, will want to ensure **Load Based CAC** is enabled.

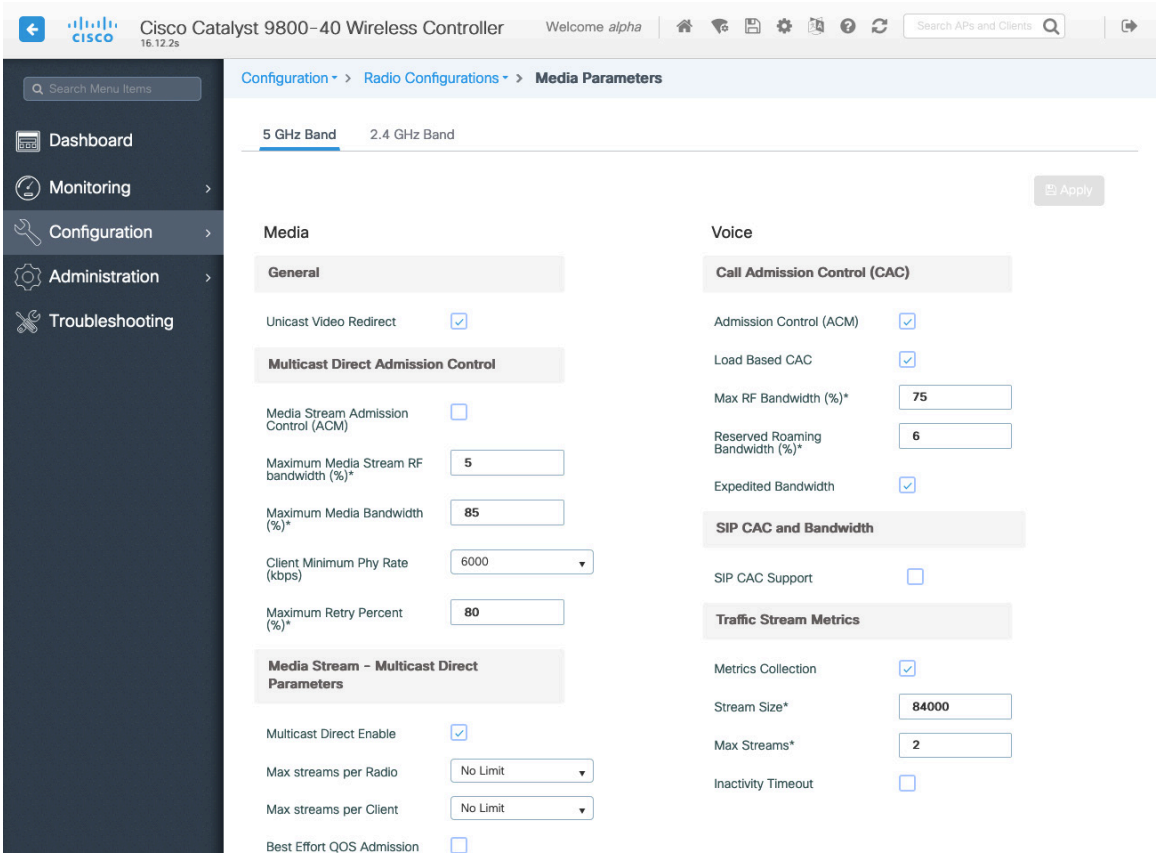
Load Based CAC will account for all energy on the channel.

The voice stream size and maximum number of voice streams values can be adjusted as necessary.

If using SRTP, the voice stream size may need to be increased.

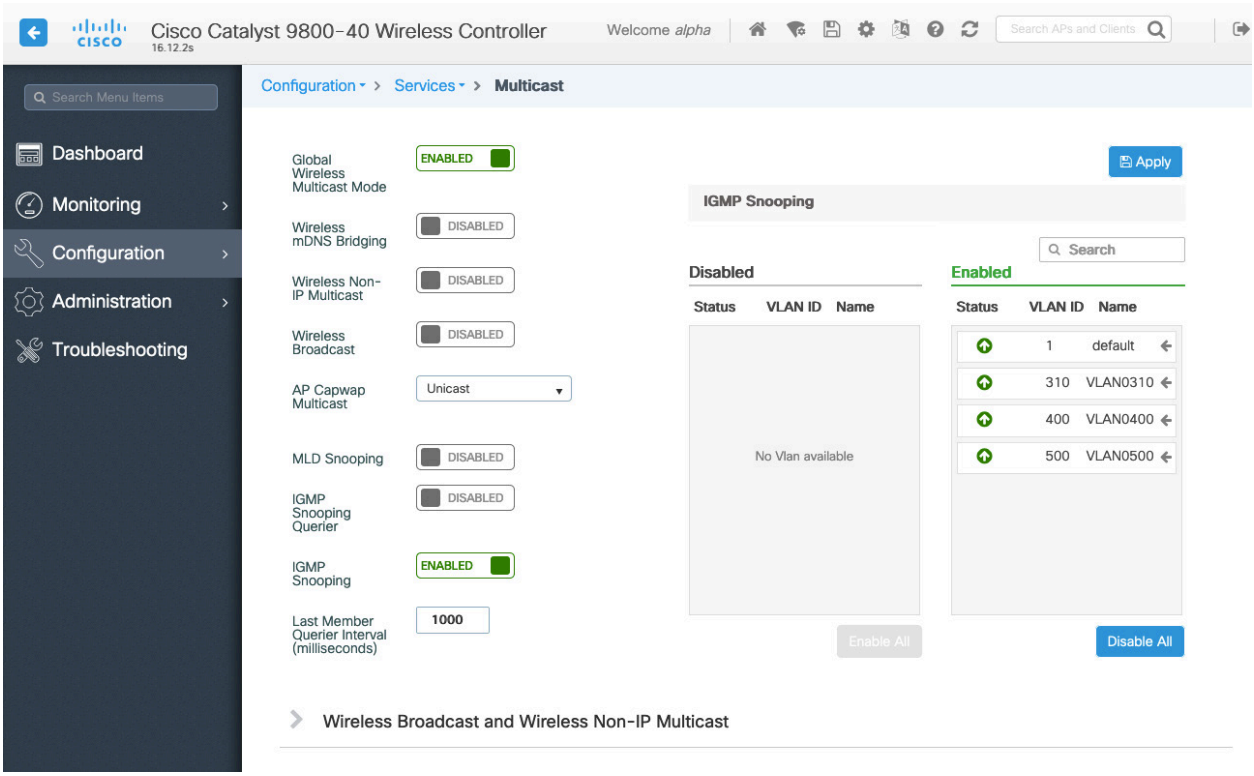
Ensure the **Inactivity Timeout** is Disabled.

Unicast Video Redirect and **Multicast Direct Enable** should be **Enabled**.

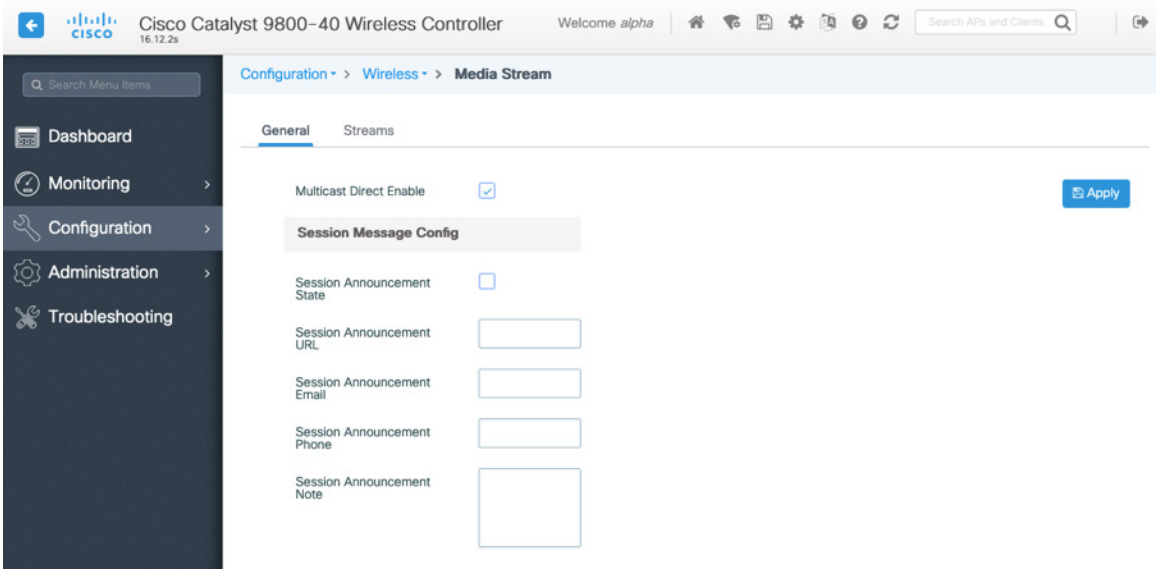


Multicast

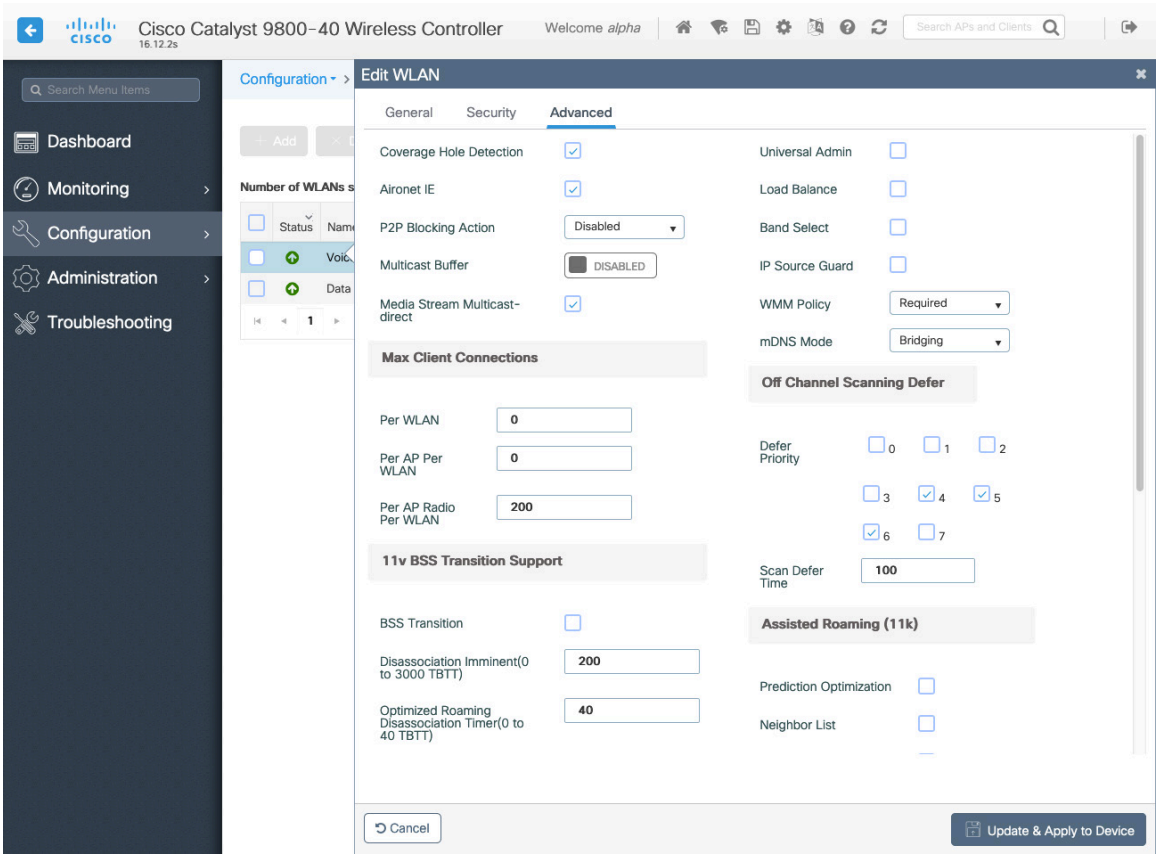
If utilizing multicast, then **Global Wireless Multicast Mode** and **IGMP Snooping** should be **Enabled**.



In the Media Stream settings, **Multicast Direct Enable** should be **Enabled**.



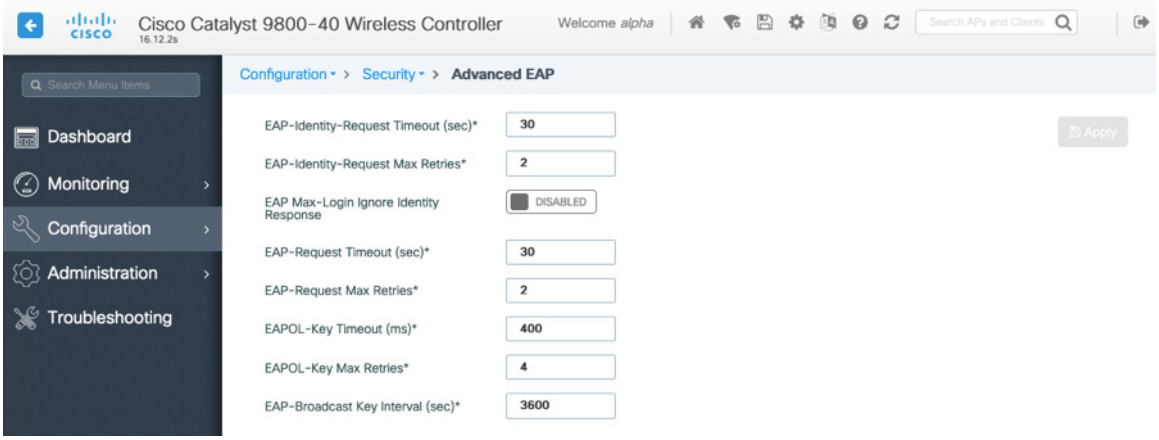
And enable **Multicast Direct** in the WLAN configuration.



Advanced Settings

Advanced EAP Settings

To view or configure the EAP parameters, select **Configuration > Security** > **Advanced EAP**.



If using 802.1x, the **EAP-Request Timeout** on the Cisco Wireless LAN Controller should be set to 30 seconds.

For deployments where EAP failures occur frequently, the **EAP-Request Timeout** should be reduced below 30 seconds.

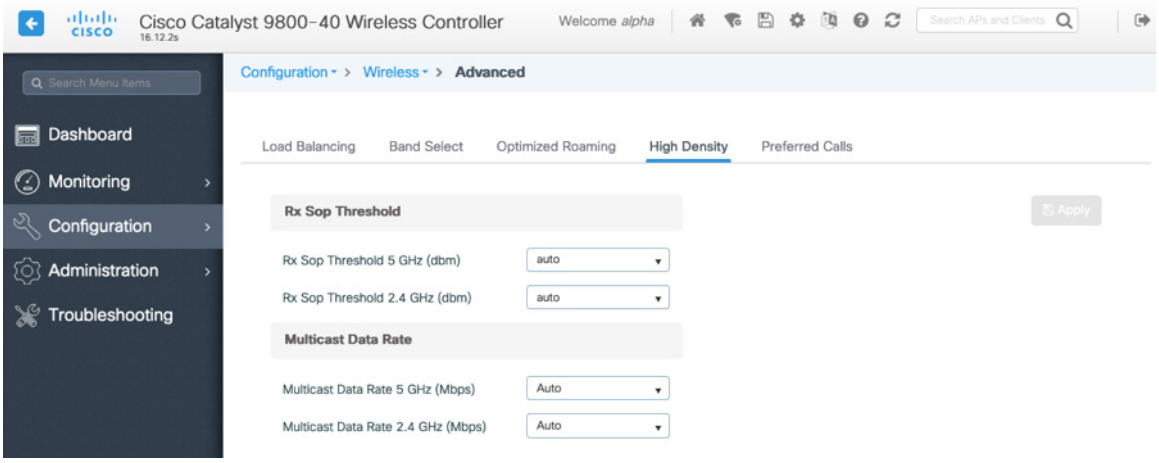
If using PSK then it is recommended to reduce the **EAPOL-Key Timeout** to 400 milliseconds from the default of 1000 milliseconds with **EAPOL-Key Max Retries** set to 4 from the default of 2.

If using 802.1x, then using the default values where the **EAPOL-Key Timeout** is set to 1000 milliseconds and **EAPOL-Key Max Retries** are set to 2 should work fine, but is still recommended to set those values to 400 and 4 respectively.
The **EAPOL-Key Timeout** should not exceed 1000 milliseconds (1 second).

Ensure **EAP-Broadcast Key Interval** is set to a minimum of 3600 seconds (1 hour).

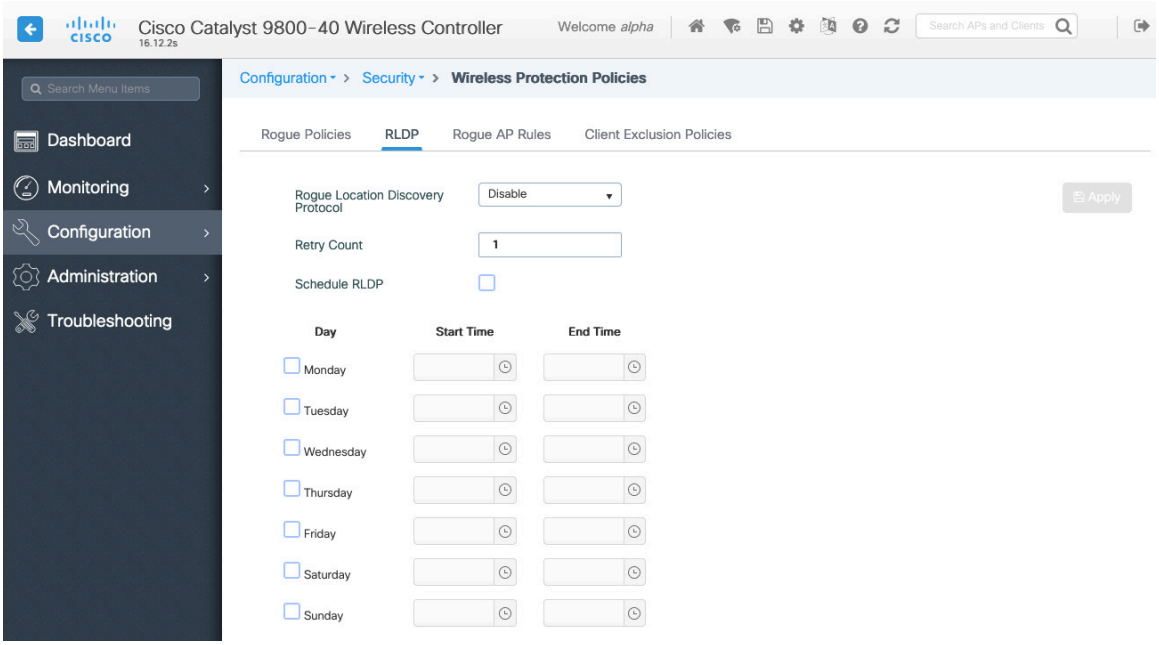
Rx Sop Threshold

It is recommended to use the default value (**Auto**) for **Rx Sop Threshold**.



Rogue Policies

It is recommended to use the default value (**Disable**) for **Rogue Location Discovery Protocol**.



Sample Configuration

```
version 16.12
service timestamps debug datetime msec
service timestamps log datetime msec
service password-encryption
service internal
service call-home
platform qfp utilization monitor load 80
no platform punt-keepalive disable-kernel-core
!
hostname RCDN6-21A-WLC5
!
boot-start-marker
boot system flash bootflash:packages.conf
boot-end-marker
!
vrf definition Mgmt-intf
 !
 address-family ipv4
 exit-address-family
 !
 address-family ipv6
 exit-address-family
!
no logging console
!
aaa new-model
!
!
aaa group server radius RADIUS_SERVER_GROUP_DAY0
 server name RADIUS_SERVER_DAY0_1
 server name RADIUS_SERVER_DAY0_2
!
aaa authentication login default local
aaa authentication login authentication_login_day0 group RADIUS_SERVER_GROUP_DAY0
aaa authentication dot1x authentication_dot1x_day0 group RADIUS_SERVER_GROUP_DAY0
aaa authorization exec default local
aaa authorization network default local
!
aaa server radius dynamic-author
!
aaa session-id common
clock timezone CST -6 0
clock summer-time CDT recurring
call-home
 ! If contact email address in call-home is configured as sch-smart-licensing@cisco.com
 ! the email address configured in Cisco Smart License Portal will be used as contact email address to send SCH
notifications.
 contact-email-addr sch-smart-licensing@cisco.com
 profile "CiscoTAC-1"
  active
  destination transport-method http
  no destination transport-method email
!
ip domain name cisco.com
!
```

```
login on-success log
!
subscriber templating
!
parameter-map type webauth global
 virtual-ip ipv4 1.1.1.6
!
flow exporter wireless-local-exporter
 destination local wlc
!
flow monitor wireless-avc-basic
 exporter wireless-local-exporter
 cache timeout active 60
 record wireless avc basic
!
no device-tracking logging theft
access-session mac-move deny
multilink bundle-name authenticated
!
crypto pki trustpoint TP-self-signed-3110682001
 enrollment selfsigned
 subject-name cn=IOS-Self-Signed-Certificate-3110682001
 revocation-check none
 rsakeypair TP-self-signed-3110682001
!
crypto pki trustpoint SLA-TrustPoint
 enrollment pkcs12
 revocation-check crl
!
crypto pki certificate chain TP-self-signed-3110682001
 certificate self-signed 01
  30820330 30820218 A0030201 02020101 300D0609 2A864886 F70D0101 05050030
  31312F30 2D060355 04031326 494F532D 53656C66 2D536967 6E65642D 43657274
  69666963 6174652D 33313130 36383230 3031301E 170D3139 30373130 30343236
  35375A17 0D333030 31303130 30303030 305A3031 312F302D 06035504 03132649
  4F532D53 656C662D 5369676E 65642D43 65727469 66696361 74652D33 31313036
  38323030 31308201 22300D06 092A8648 86F70D01 01010500 0382010F 00308201
  0A028201 0100B74F D6A0DE5D DFB2CDD2 5196AAB1 86C8BD48 3AAAF455 C4E7D559
  41A10FE1 87EC742C C5014113 9A0FD83A F490EA64 DF68A513 AA6900C4 810A9FED
  870309EA 781EB999 882F7374 EC79D592 DEC6C126 A5FB5666 905C24D8 B2064CD4
  66823D6E 7E9A07F3 B043D632 EEDF4CAF D306C303 843493AA F44126E3 A07DE905
  6B6C5B8E C8E6C9E6 45D79F62 B813FF8C B44FA7AC AEDB8A9E 55B75096 E4E76BC3
  D5B90900 1A0C7CD0 910B6C63 920E9666 39EC3702 387757F1 C26F0BB5 89D4733D
  FED71CF4 33002C77 0F721B21 5578C850 590BC846 7CB79469 A51CEBA5 96EA8672
  DDB82A44 69EEDA13 DD83B0FA 3221A839 5F985C86 F2C57B78 8E6608B6 18A346D2
  035D3B68 26BF0203 010001A3 53305130 0F060355 1D130101 FF040530 030101FF
  301F0603 551D2304 18301680 141B4651 019E0AEC 8E64EB65 C0E023ED 60F6062C
  0F301D06 03551D0E 04160414 1B465101 9E0AEC8E 64EB65C0 E023ED60 F6062C0F
  300D0609 2A864886 F70D0101 05050003 82010100 3319F2A7 3E88539F 85C08F28
  67553F93 408DCCC6 EFE2704E C142766C 5FFE0E97 0AFDE0EA 816CB4E2 60FFBC26
  6E411C57 3F1AB3F8 2F1E9959 AED26C86 2C0B059D B692C72C B5859A15 999916F8
  699587DC 94409E7C FF685698 2FB9ACEC 9315F1AA 357E3877 7AE1E37C F5CD7E46
  EB3ADC44 3F22A9E0 EA35E6B8 E5508721 0E8754A1 6A6E3A6A C7FD8E64 6C3C722C
  F90919C9 DE675E5C 301FF83A 0593ACE6 4A469209 CAAEC53F 5102FDD3 AE378090
  46282E00 BCF65EB7 4C257EFD 57986F82 B6DD8336 CEA82E27 63B4C6C5 F92945E8
  2AFE9A95 2AD21793 50FF7987 F4A79079 6FE92AE5 66DFC8B8 14021984 0B1E3F6E
  45D57889 B04883C5 114D79AD FBB2CAFF 587ECF9D
```

```
        quit
crypto pki certificate chain SLA-TrustPoint
 certificate ca 01
  30820321 30820209 A0030201 02020101 300D0609 2A864886 F70D0101 0B050030
  32310E30 0C060355 040A1305 43697363 6F312030 1E060355 04031317 43697363
  6F204C69 63656E73 696E6720 526F6F74 20434130 1E170D31 33303533 30313934
  3834375A 170D3338 30353330 31393438 34375A30 32310E30 0C060355 040A1305
  43697363 6F312030 1E060355 04031317 43697363 6F204C69 63656E73 696E6720
  526F6F74 20434130 82012230 0D06092A 864886F7 0D010101 05000382 010F0030
  82010A02 82010100 A6BCBD96 131E05F7 145EA72C 2CD686E6 17222EA1 F1EFF64D
  CBB4C798 212AA147 C655D8D7 9471380D 8711441E 1AAF071A 9CAE6388 8A38E520
  1C394D78 462EF239 C659F715 B98C0A59 5BBB5CBD 0CFEBEA3 700A8BF7 D8F256EE
  4AA4E80D DB6FD1C9 60B1FD18 FFC69C96 6FA68957 A2617DE7 104FDC5F EA2956AC
  7390A3EB 2B5436AD C847A2C5 DAB553EB 69A9A535 58E9F3E3 C0BD23CF 58BD7188
  68E69491 20F320E7 948E71D7 AE3BCC84 F10684C7 4BC8E00F 539BA42B 42C68BB7
  C7479096 B4CB2D62 EA2F505D C7B062A4 6811D95B E8250FC4 5D5D5FB8 8F27D191
  C55F0D76 61F9A4CD 3D992327 A8BB03BD 4E6D7069 7CBADF8B DF5F4368 95135E44
  DFC7C6CF 04DD7FD1 02030100 01A34230 40300E06 03551D0F 0101FF04 04030201
  06300F06 03551D13 0101FF04 05300301 01FF301D 0603551D 0E041604 1449DC85
  4B3D31E5 1B3E6A17 606AF333 3D3B4C73 E8300D06 092A8648 86F70D01 010B0500
  03820101 00507F24 D3932A66 86025D9F E838AE5C 6D4DF6B0 49631C78 240DA905
  604EDCDE FF4FED2B 77FC460E CD636FDB DD44681E 3A5673AB 9093D3B1 6C9E3D8B
  D98987BF E40CBD9E 1AECA0C2 2189BB5C 8FA85686 CD98B646 5575B146 8DFC66A8
  467A3DF4 4D565700 6ADF0F0D CF835015 3C04FF7C 21E878AC 11BA9CD2 55A9232C
  7CA7B7E6 C1AF74F6 152E99B7 B1FCF9BB E973DE7F 5BDDEB86 C71E3B49 1765308B
  5FB0DA06 B92AFE7F 494E8A9E 07B85737 F3A58BE1 1A48A229 C37C1E69 39F08678
  80DDCD16 D6BACECA EEBC7CF9 8428787B 35202CDC 60E4616A B623CDBD 230E3AFB
  418616A9 4093E049 4D10AB75 27E86F73 932E35B5 8862FDAE 0275156F 719BB2F0
  D697DF7F 28
        quit
!
license udi pid C9800-40-K9 sn TTM231803A3
memory free low-watermark processor 375973
!
service-template webauth-global-inactive
 inactivity-timer 3600
service-template DEFAULT_LINKSEC_POLICY_MUST_SECURE
 linksec policy must-secure
service-template DEFAULT_LINKSEC_POLICY_SHOULD_SECURE
 linksec policy should-secure
service-template DEFAULT_CRITICAL_VOICE_TEMPLATE
 voice vlan
service-template DEFAULT_CRITICAL_DATA_TEMPLATE
diagnostic bootup level minimal
!
username <REMOVED> privilege 15 password 7 <REMOVED>
!
redundancy
 mode sso
!
vlan internal allocation policy ascending
!
class-map match-any AVC-Reanchor-Class
 match protocol cisco-jabber-audio
 match protocol cisco-jabber-video
 match protocol webex-media
 match protocol webex-app-sharing
```

```
 match protocol webex-control
 match protocol webex-meeting
 match protocol wifi-calling
!
interface Port-channel3
 switchport trunk native vlan 310
 switchport trunk allowed vlan 310,400,500
 switchport mode trunk
!
interface TenGigabitEthernet0/0/0
 switchport trunk native vlan 310
 switchport trunk allowed vlan 310,400,500
 switchport mode trunk
 no negotiation auto
 channel-group 3 mode active
!
interface TenGigabitEthernet0/0/1
 switchport trunk native vlan 310
 switchport trunk allowed vlan 310,400,500
 switchport mode trunk
 no negotiation auto
 channel-group 3 mode active
!
interface TenGigabitEthernet0/0/2
 switchport trunk native vlan 310
 switchport trunk allowed vlan 310,400,500
 switchport mode trunk
 no negotiation auto
 channel-group 3 mode active
!
interface TenGigabitEthernet0/0/3
 switchport trunk native vlan 310
 switchport trunk allowed vlan 310,400,500
 switchport mode trunk
 no negotiation auto
 channel-group 3 mode active
!
interface GigabitEthernet0
 vrf forwarding Mgmt-intf
 ip address 10.201.81.25 255.255.255.240
 negotiation auto
 no cdp enable
!
interface Vlan1
 no ip address
 shutdown
!
interface Vlan310
 description Management
 ip address 10.201.81.9 255.255.255.240
!
interface Vlan400
 description Data
 ip address 10.201.82.14 255.255.255.0
 ip helper-address 72.163.42.112
 ip helper-address 173.37.137.70
!
```

```
interface Vlan500
 description Voice
 ip address 10.201.83.14 255.255.255.0
 ip helper-address 72.163.42.112
 ip helper-address 173.37.137.70
!
ip default-gateway 10.201.81.1
ip forward-protocol nd
!
ip http server
ip http authentication local
ip http secure-server
ip tftp source-interface GigabitEthernet0
ip tftp blocksize 8192
ip route 0.0.0.0 0.0.0.0 10.201.81.1
!
radius-server attribute wireless accounting mac-delimiter hyphen
radius-server attribute wireless accounting call-station-id macaddress
radius-server attribute wireless accounting callStationIdCase lower
radius-server attribute wireless authentication callStationIdCase lower
radius-server attribute wireless authentication mac-delimiter hyphen
radius-server attribute wireless authentication call-station-id ap-macaddress-ssid
radius-server load-balance method least-outstanding
!
radius server RADIUS_SERVER_DAY0_1
 address ipv4 10.42.136.30 auth-port 1812 acct-port 1813
 key 7 <REMOVED>
!
radius server RADIUS_SERVER_DAY0_2
 address ipv4 10.42.3.31 auth-port 1812 acct-port 1813
 key 7 <REMOVED>
!
control-plane
!
line con 0
 exec-timeout 60 0
 stopbits 1
line aux 0
 stopbits 1
line vty 0 4
 transport input ssh
line vty 5 15
 transport input ssh
!
ntp server 10.81.254.202
ntp server 10.115.162.212
!
wireless mobility group member mac-address 6c31.0e7b.b8eb ip 10.201.81.10 public-ip 10.201.81.10 group CTG-
VoWLAN3
wireless mobility group name CTG-VoWLAN3
wireless mobility mac-address 706d.153d.b50b
wireless aaa policy default-aaa-policy
wireless cts-sxp profile default-sxp-profile
wireless management interface Vlan310
wireless profile airtime-fairness default-atf-policy 0
wireless profile flex default-flex-profile
 description "default flex profile"
```

```
wireless profile mesh default-mesh-profile
 description "default mesh profile"
wireless profile policy Data
 ipv4 flow monitor wireless-avc-basic input
 ipv4 flow monitor wireless-avc-basic output
 service-policy input silver-up
 service-policy output silver
 session-timeout 86400
 vlan VLAN0400
 no shutdown
wireless profile policy Voice
 ipv4 flow monitor wireless-avc-basic input
 ipv4 flow monitor wireless-avc-basic output
 service-policy input platinum-up
 service-policy output platinum
 session-timeout 86400
 vlan VLAN0500
 no shutdown
wireless profile policy default-policy-profile
 description "default policy profile"
 vlan default
wireless tag site default-site-tag
 description "default site tag"
wireless tag policy default-policy-tag
 description "default policy-tag"
 wlan Data policy Data
 wlan Voice policy Voice
wireless tag rf default-rf-tag
 description "default RF tag"
wireless rf-network RCDN6-VoWLAN3
wireless security dot1x eapol-key retries 4
wireless security dot1x eapol-key timeout 400
no wireless security dot1x max-login-ignore-identity-response
wireless fabric control-plane default-control-plane
wireless media-stream multicast-direct
wireless multicast
wlan Data 2 data
 band-select
 ccx aironet-iesupport
 load-balance
 security dot1x authentication-list authentication_dot1x_day0
 no shutdown
wlan Voice 1 voice
 no assisted-roaming neighbor-list
 no bss-transition
 ccx aironet-iesupport
 channel-scan defer-priority 4
 dtim dot11 24ghz 2
 dtim dot11 5ghz 2
 media-stream multicast-direct
 radio dot11a
 security ft
 security wpa akm ft dot1x
 security dot1x authentication-list authentication_dot1x_day0
 wmm require
 no shutdown
ap dot11 24ghz rf-profile Low_Client_Density_rf_24gh
```

```
 coverage data rssi threshold -90
 coverage level 2
 coverage voice rssi threshold -90
 description "pre configured Low Client Density rfprofile for 2.4gh radio"
 high-density rx-sop threshold low
 tx-power v1 threshold -65
 no shutdown
ap dot11 24ghz rf-profile High_Client_Density_rf_24gh
 description "pre configured High Client Density rfprofile for 2.4gh radio"
 high-density rx-sop threshold medium
 rate RATE_11M disable
 rate RATE_12M mandatory
 rate RATE_1M disable
 rate RATE_2M disable
 rate RATE_5_5M disable
 rate RATE_6M disable
 tx-power min 7
 no shutdown
ap dot11 24ghz rf-profile Typical_Client_Density_rf_24gh
 description "pre configured Typical Client Density rfprofile for 2.4gh radio"
 rate RATE_11M disable
 rate RATE_12M mandatory
 rate RATE_1M disable
 rate RATE_2M disable
 rate RATE_5_5M disable
 rate RATE_6M disable
 no shutdown
ap dot11 24ghz media-stream multicast-direct
ap dot11 24ghz media-stream video-redirect
no ap dot11 24ghz cac voice tspec-inactivity-timeout
ap dot11 24ghz cac voice tspec-inactivity-timeout ignore
ap dot11 24ghz cac voice acm
ap dot11 24ghz edca-parameters optimized-video-voice
ap dot11 24ghz exp-bwreq
ap dot11 24ghz tsm
ap dot11 24ghz rrm txpower max 14
ap dot11 24ghz rrm txpower min 5
ap dot11 24ghz rate RATE_11M disable
ap dot11 24ghz rate RATE_12M mandatory
ap dot11 24ghz rate RATE_1M disable
ap dot11 24ghz rate RATE_2M disable
ap dot11 24ghz rate RATE_5_5M disable
ap dot11 24ghz rate RATE_6M disable
ap dot11 24ghz rate RATE_9M disable
ap dot11 5ghz rf-profile Low_Client_Density_rf_5gh
 coverage data rssi threshold -90
 coverage level 2
 coverage voice rssi threshold -90
 description "pre configured Low Client Density rfprofile for 5gh radio"
 high-density rx-sop threshold low
 tx-power v1 threshold -60
 no shutdown
ap dot11 5ghz rf-profile High_Client_Density_rf_5gh
 description "pre configured High Client Density rfprofile for 5gh radio"
 high-density rx-sop threshold medium
 rate RATE_6M disable
 rate RATE_9M disable
```

```
 tx-power min 7
 tx-power v1 threshold -65
 no shutdown
ap dot11 5ghz rf-profile Typical_Client_Density_rf_5gh
 description "pre configured Typical Density rfprofile for 5gh radio"
 no shutdown
ap dot11 5ghz media-stream multicast-direct
ap dot11 5ghz media-stream video-redirect
no ap dot11 5ghz cac voice tspec-inactivity-timeout
ap dot11 5ghz cac voice tspec-inactivity-timeout ignore
ap dot11 5ghz cac voice acm
ap dot11 5ghz exp-bwreq
ap dot11 5ghz tsm
ap dot11 5ghz edca-parameters optimized-video-voice
ap dot11 5ghz channelswitch quiet
ap dot11 5ghz rrm channel dca chan-width 40
ap dot11 5ghz rrm channel dca remove 116
ap dot11 5ghz rrm channel dca remove 120
ap dot11 5ghz rrm channel dca remove 124
ap dot11 5ghz rrm channel dca remove 128
ap dot11 5ghz rrm channel dca remove 144
ap dot11 5ghz rrm txpower max 17
ap dot11 5ghz rrm txpower min 11
ap dot11 5ghz rate RATE_24M supported
ap dot11 5ghz rate RATE_6M disable
ap dot11 5ghz rate RATE_9M disable
ap country US
ap lag support
ap tag-source-priority 2 source filter
ap tag-source-priority 3 source ap
ap profile default-ap-profile
 capwap backup primary RCDN6-21A-WLC5 10.201.81.9
 capwap backup secondary RCDN6-22A-WLC6 10.201.81.10
 description "default ap profile"
 hyperlocation ble-beacon 0
 hyperlocation ble-beacon 1
 hyperlocation ble-beacon 2
 hyperlocation ble-beacon 3
 hyperlocation ble-beacon 4
 hyperlocation
 lag
 mgmtuser username <REMOVED> password 0 <REMOVED> secret 0 <REMOVED>
 ntp ip 10.115.162.212
 ssh
end
```

Cisco Mobility Express and Lightweight Access Points

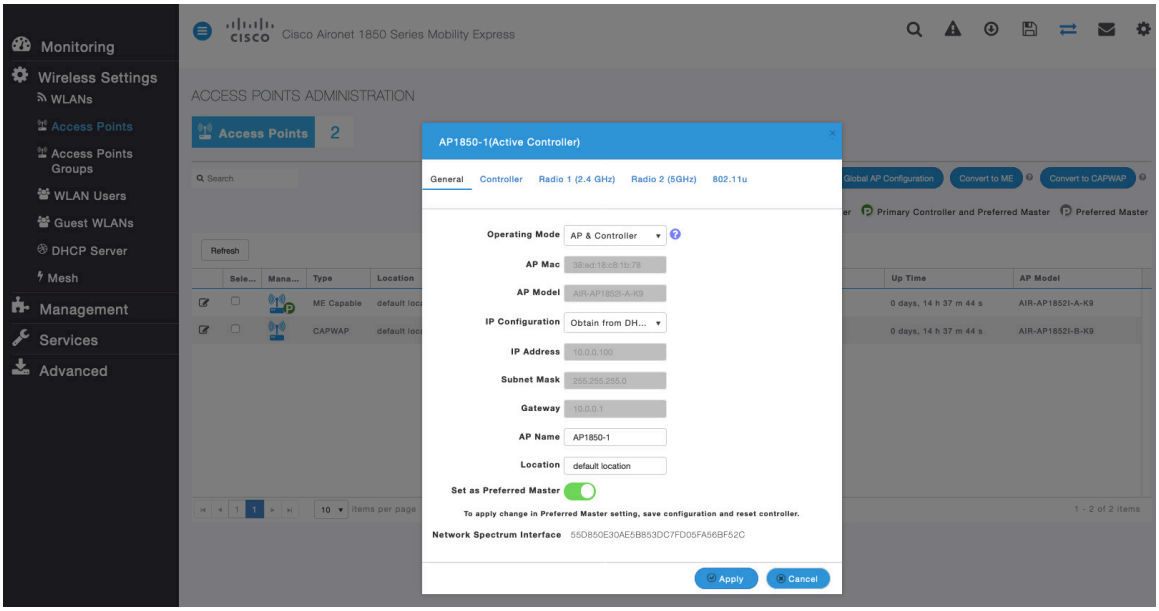
When configuring Cisco Mobility Express and Lightweight Access Points, use the following guidelines:

- Ensure **802.11r (FT)** and **CCKM** are not configured as mandatory
- Set **Quality of Service (QoS)** to **Platinum**
- Ensure **802.11k** is **Disabled**
- Ensure **802.11v** is **Disabled**

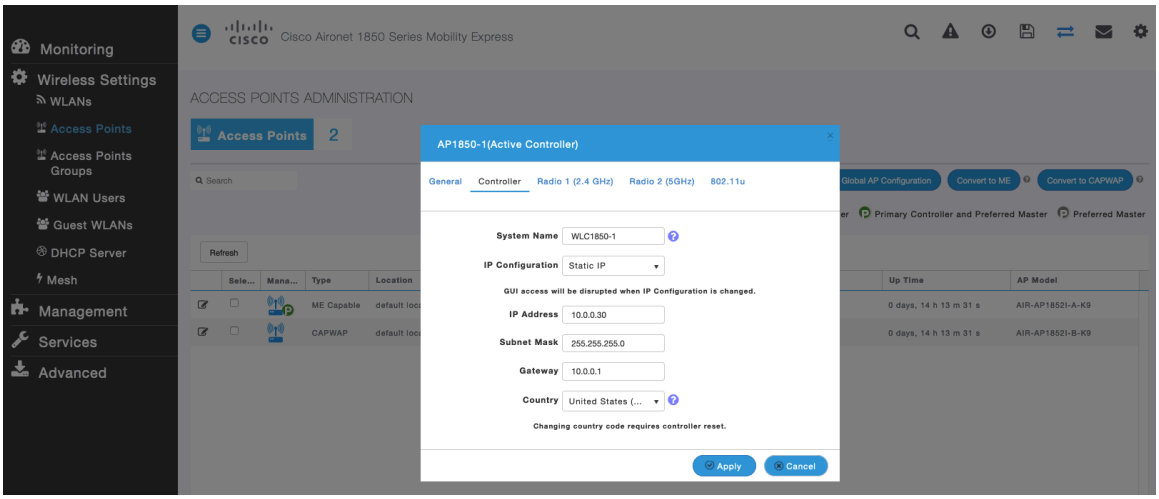
- Disable **P2P (Peer to Peer) Blocking Action**
- Set **Client Band Select** to **Disabled**
- Set **Client Load Balancing** to **Disabled**
- Configure the **Data Rates** as necessary
- Configure **RF Optimization** as necessary
- Set **Traffic Type** to **Voice and Data**
- Enable **CleanAir** if utilizing Cisco access points with CleanAir technology
- Configure **Multicast Direct** as necessary

Controller Settings

Configure one or more of the Mobility Express capable access point's **Operating Mode** to include the **Controller** functionality. Configure the **AP Name** and IP settings as necessary.



Configure the Cisco Wireless LAN Controller **System Name** and IP settings as necessary.



802.11 Network Settings

It is recommended to have the Webex Desk Series operates on the 5 GHz band only due to having many channels available and not as many interferers as the 2.4 GHz band has.

If wanting to use 5 GHz, ensure the **5.0 GHz Band** is **Enabled**.

Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.

If wanting to use 2.4 GHz, ensure the **2.4 GHz Band** is **Enabled**.

Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates assuming that there will not be any 802.11b only clients that will connect to the wireless LAN; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.

If 802.11b clients exist, then 11 Mbps should be set as the mandatory (basic) rate and 12 Mbps and higher as supported (optional).

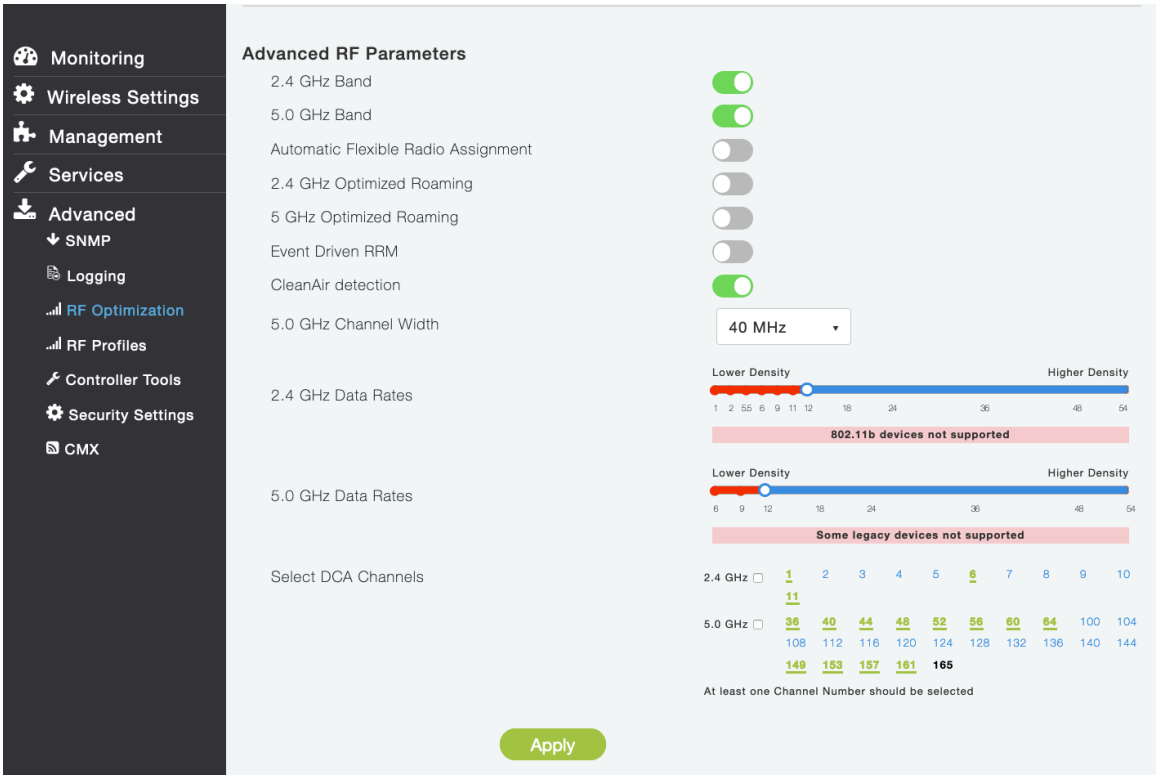
If using 5 GHz, the number of channels can be limited (e.g. 12 channels only) to avoid any potential delay of access point discovery due to having to scan many channels.

The 5 GHz channel width can be configured for 20 MHz or 40 MHz if using Cisco 802.11n Access Points and 20 MHz, 40 MHz, or 80 MHz if using Cisco 802.11ac Access Points.

It is recommended to utilize the same channel width for all access points.

If using 2.4 GHz, only channels 1, 6, and 11 should be enabled in the DCA list.

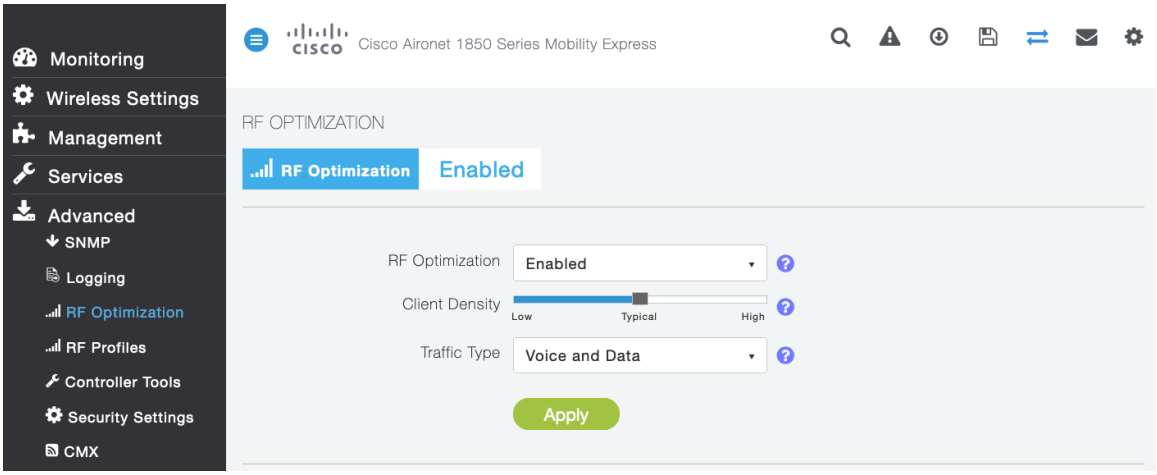
CleanAir detection should be **Enabled** when utilizing Cisco access points with CleanAir technology in order to detect any existing interferers.



RF Optimization

It is recommended to enable **RF Optimization** to manage the channel and transmit power settings.

Set **Traffic Type** to **Voice and Data**.



Individual access points can be configured to override the global setting to use dynamic channel and transmit power assignment for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

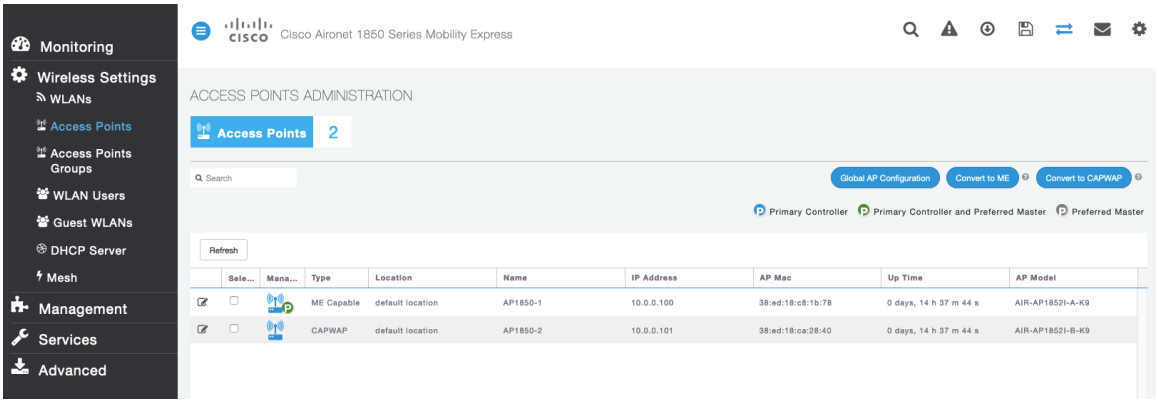
Other access points can be enabled for automatic assignment method and account for the access points that are statically configured.

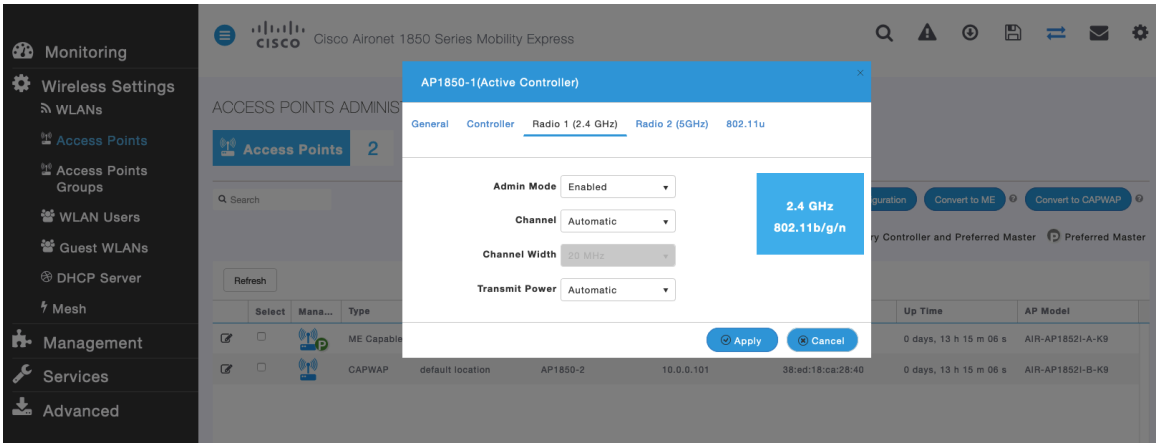
This may be necessary if there is an intermittent interferer present in an area.

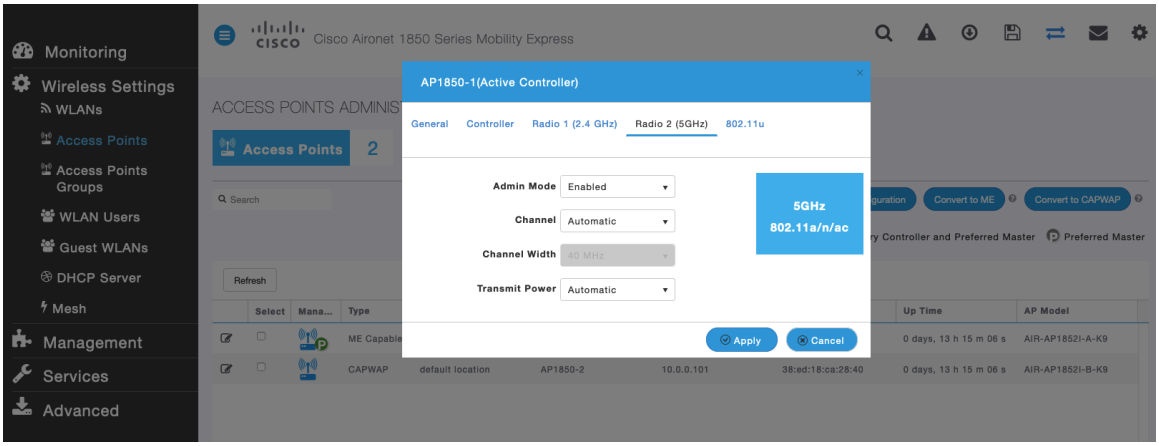
The 5 GHz channel width can be configured for 20 MHz or 40 MHz if using Cisco 802.11n Access Points and 20 MHz, 40 MHz, or 80 MHz if using Cisco 802.11ac Access Points.

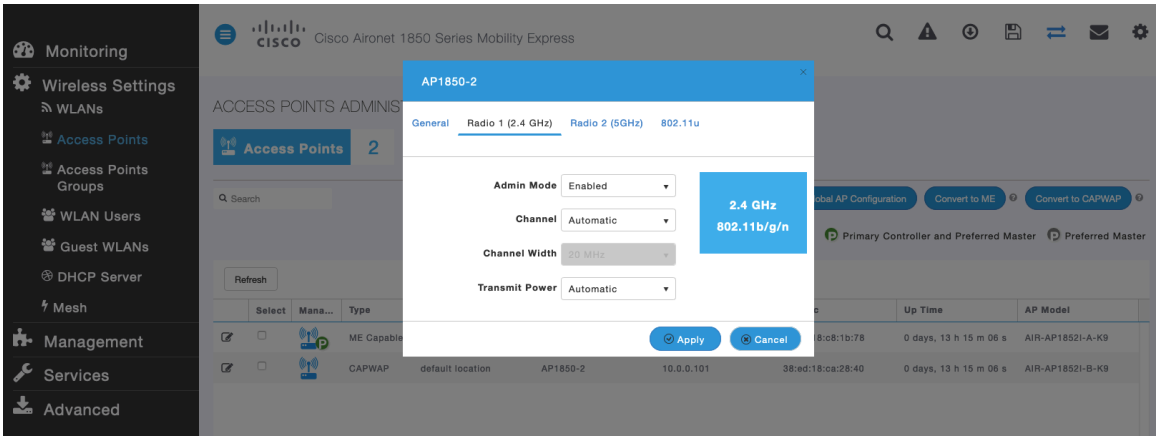
It is recommended to use channel bonding only if using 5 GHz.

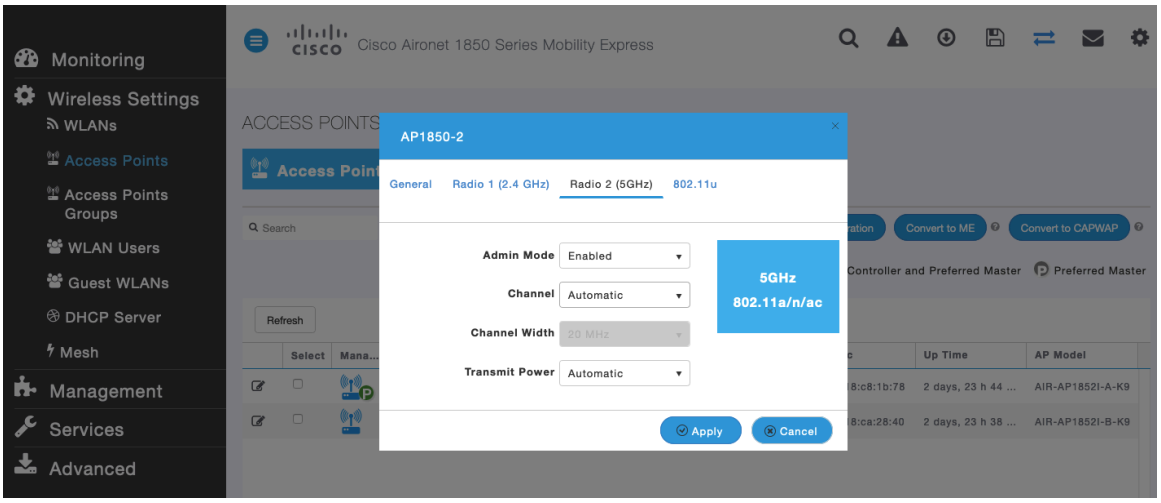
It is recommended to utilize the same channel width for all access points.











WLAN Settings

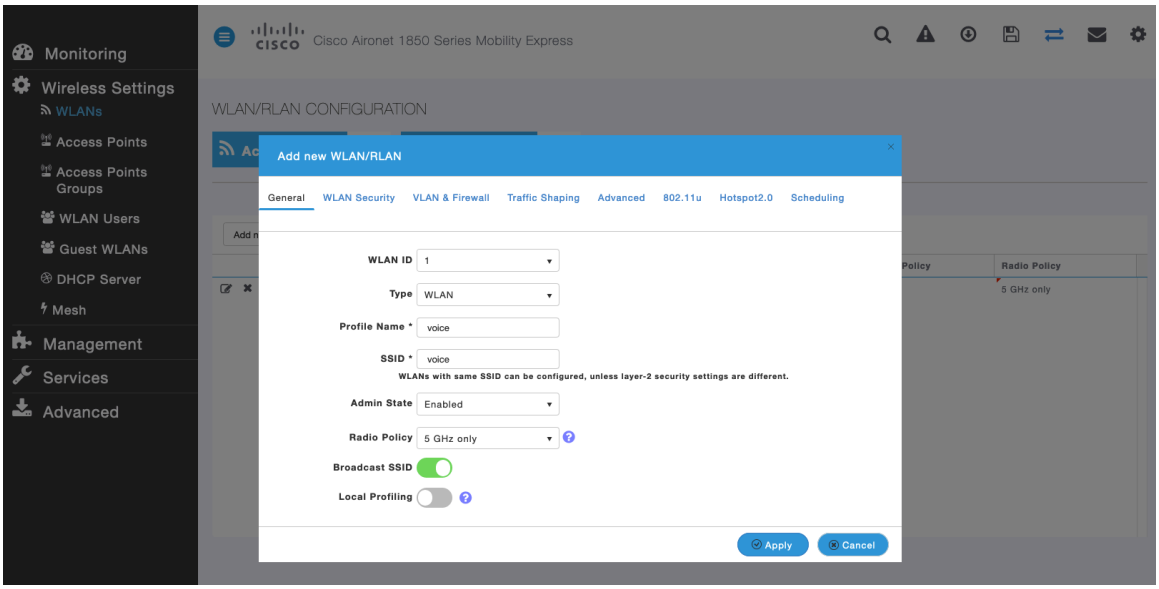
It is recommended to have a separate SSID for the Webex Desk Series.

However, if there is an existing SSID configured to support voice capable Cisco Wireless LAN endpoints already, then that WLAN can be utilized instead.

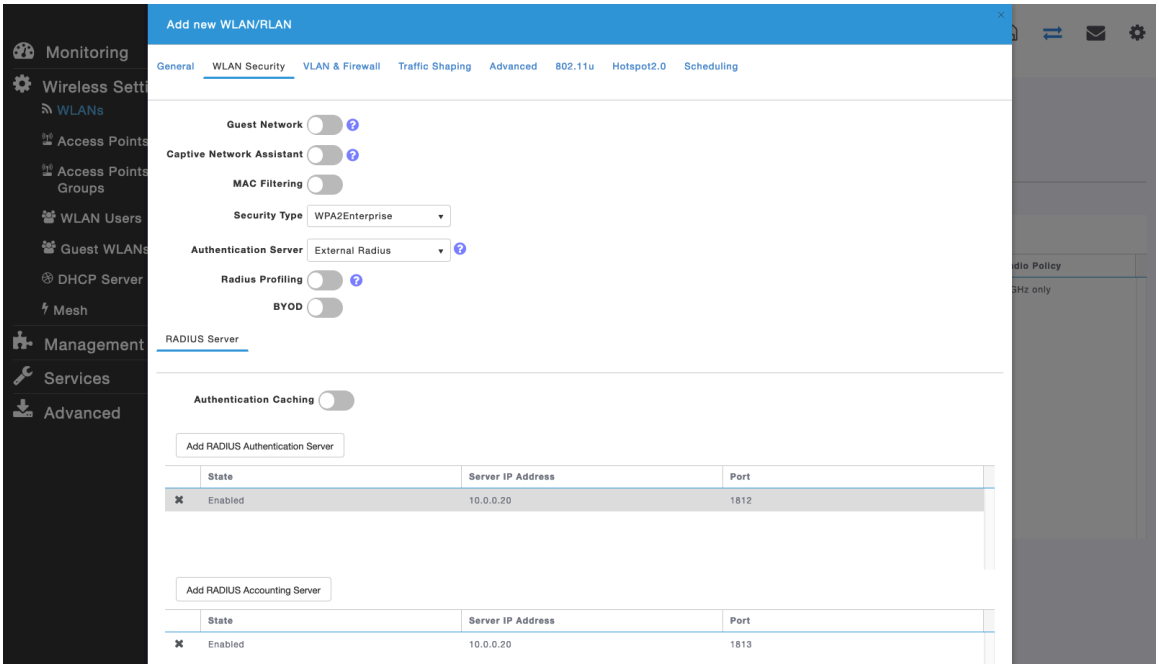
The SSID to be used by the Webex Desk Series can be configured to only apply to a certain 802.11 radio type (e.g. 5 GHz only).

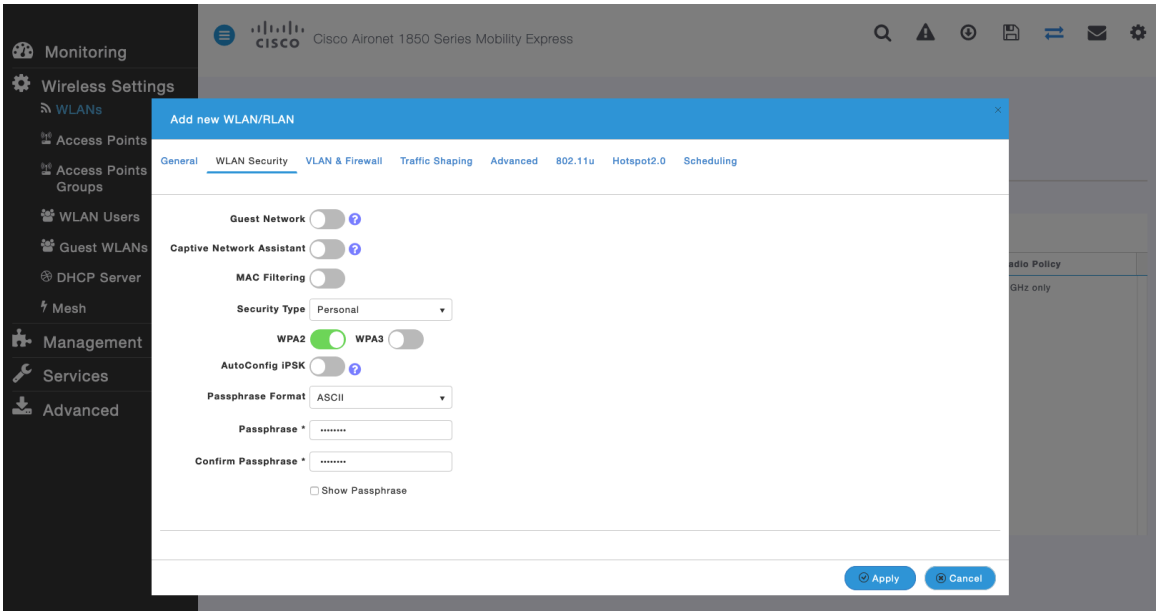
It is recommended to have the Webex Desk Series operate on the 5 GHz band only due to have many channels available and not as many interferers as the 2.4 GHz band has.

Ensure that the selected SSID is not utilized by any other wireless LANs as that could lead to failures when powering on or during roaming; especially if a different security type is utilized.



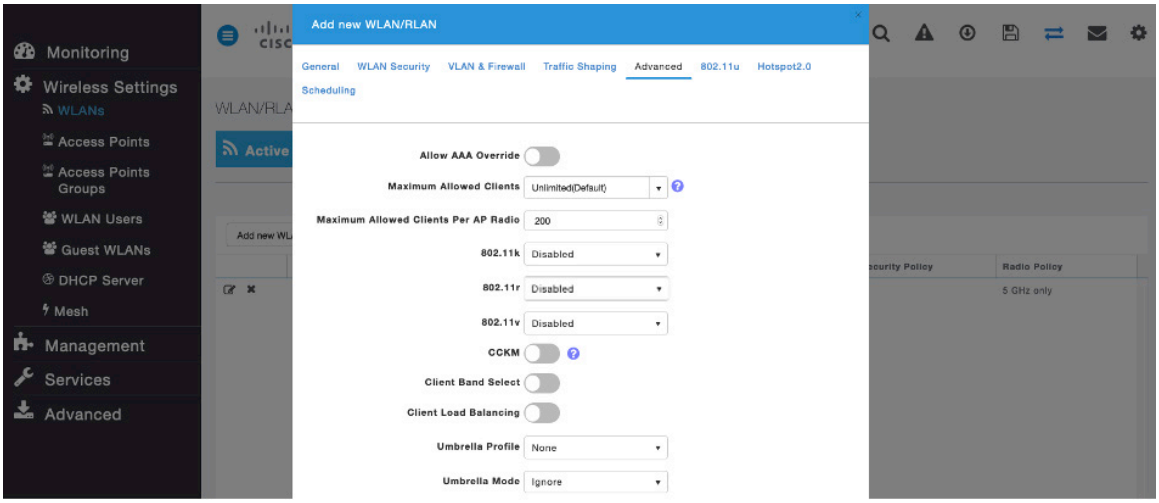
Set **Security Type** to either **WPA2Enterprise** or **Personal** depending on whether 802.1x or PSK is to be utilized.



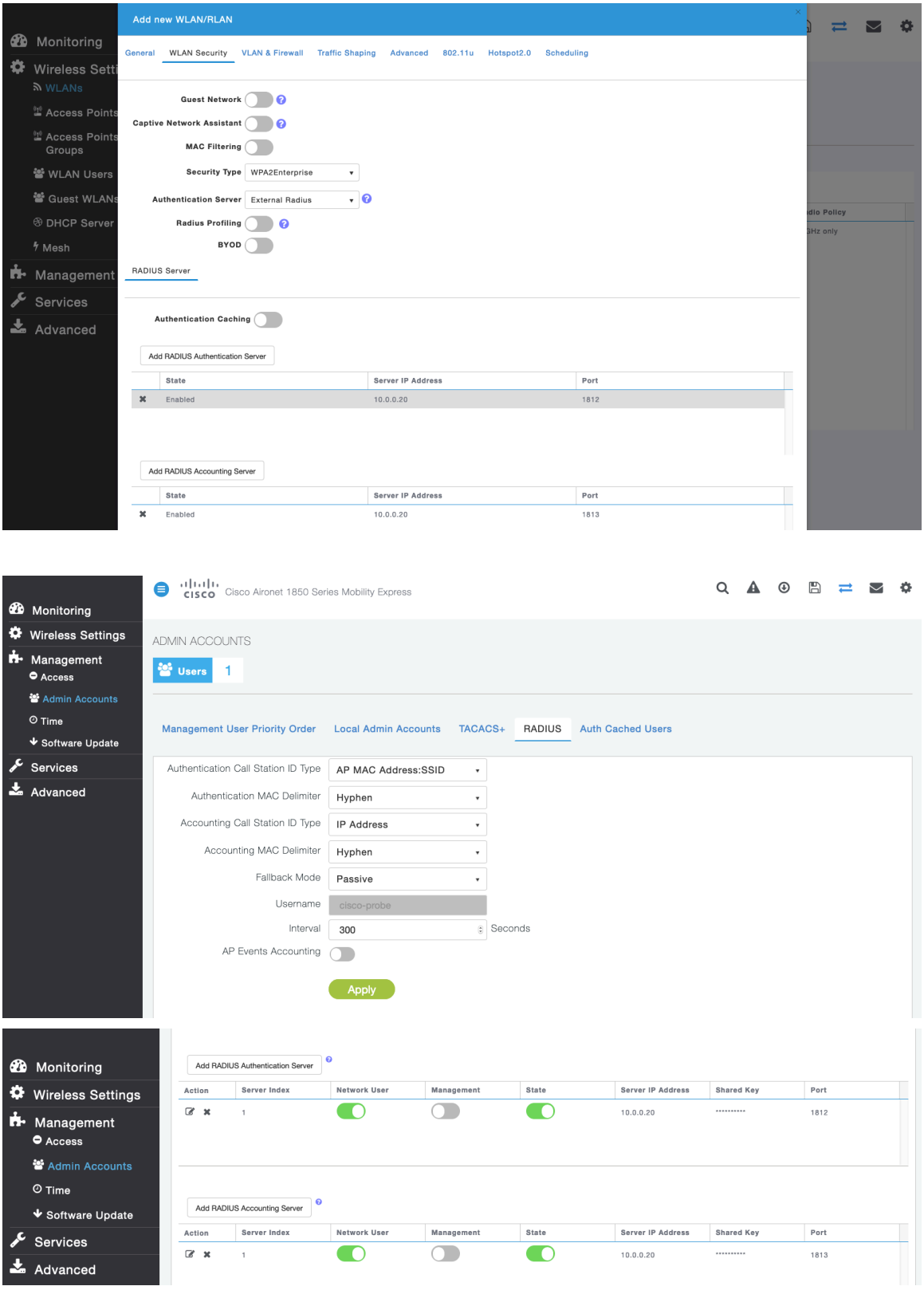


Ensure **Client Band Select** and **Client Load Balancing** are disabled.

802.11k, 802.11r, and 802.11v are not supported, therefore should be disabled.

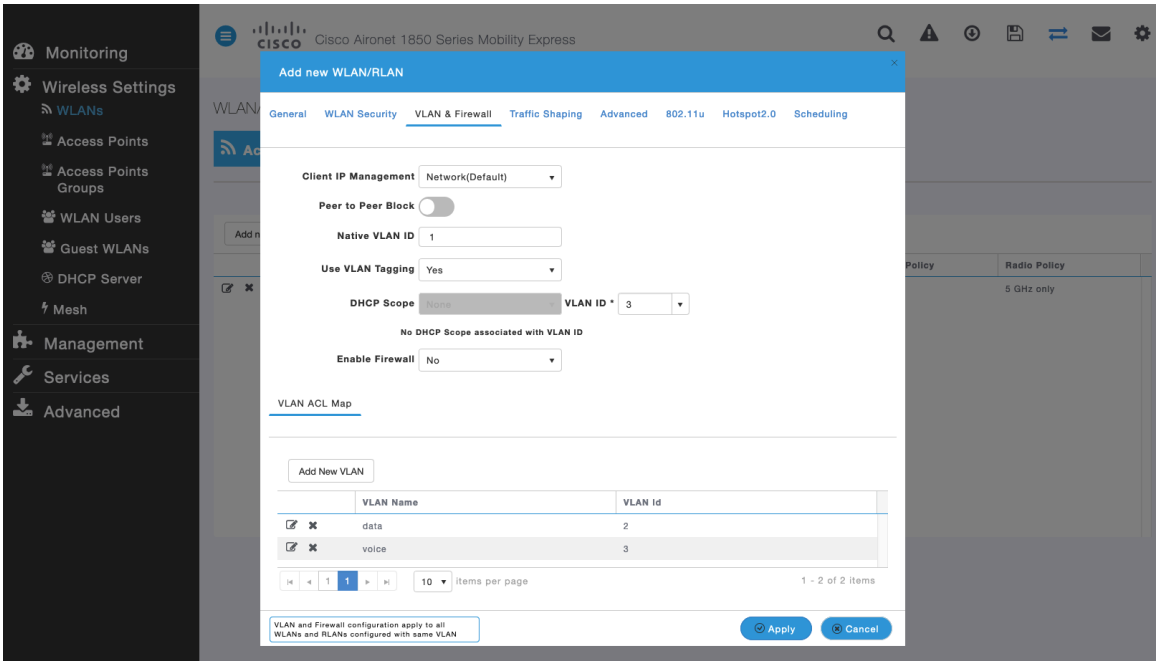


RADIUS Authentication Servers and **Account Servers** can be configured at a per WLAN level to override the global list.

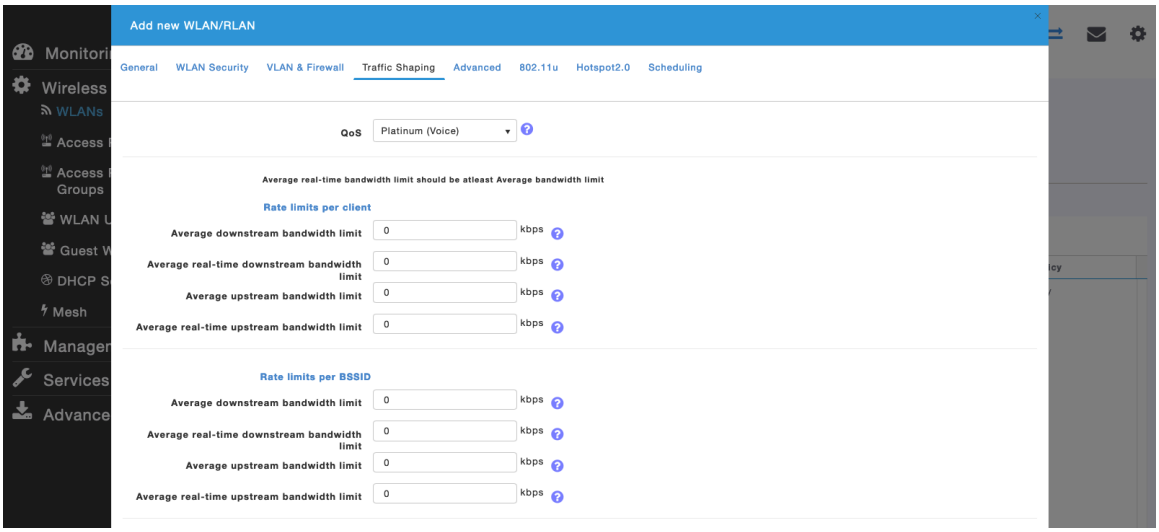


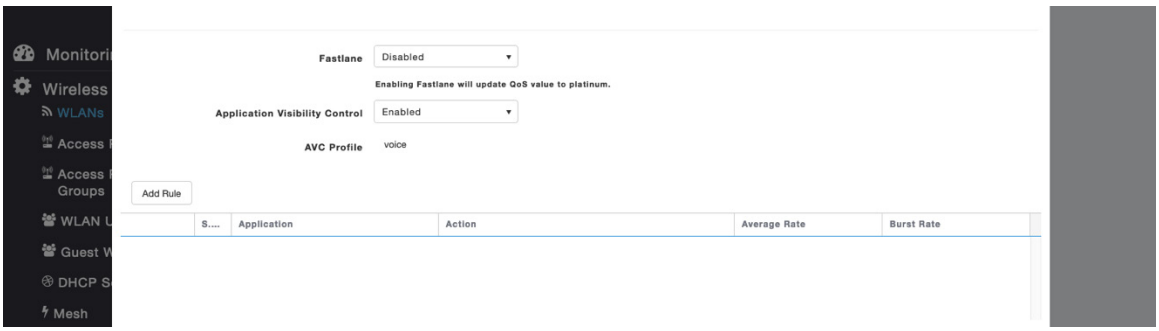
Configure the **Native VLAN ID** and **VLAN ID** for the WLAN as necessary.

Ensure **Peer to Peer Block** is disabled.

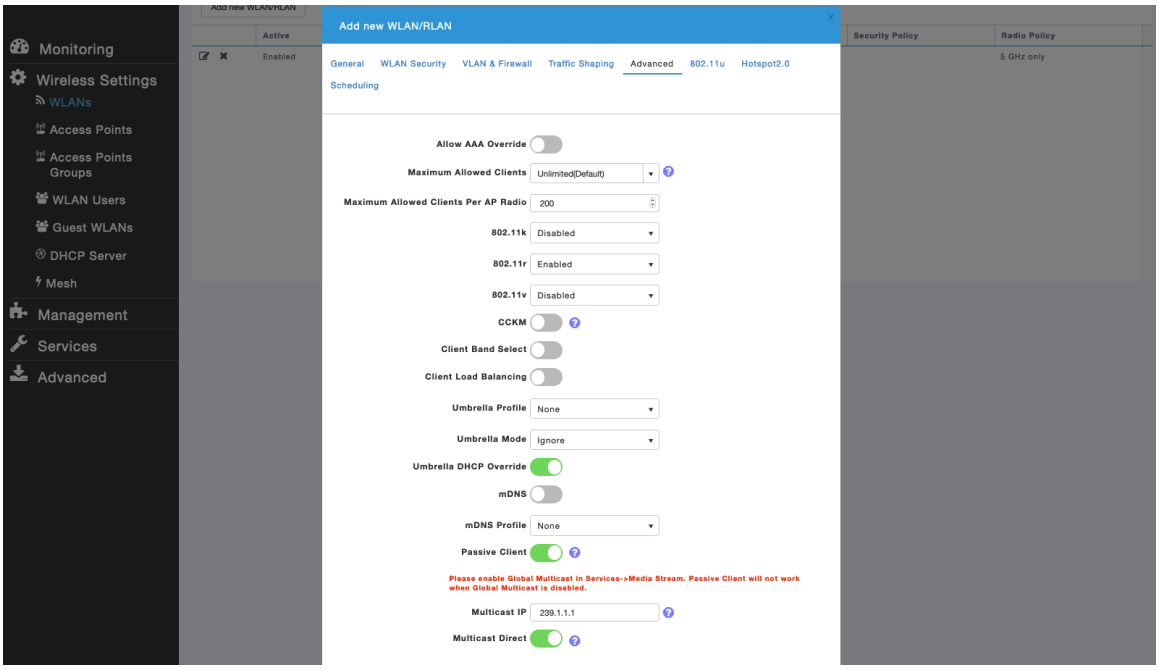


Ensure **Platinum (Voice)** is selected for **QoS**.



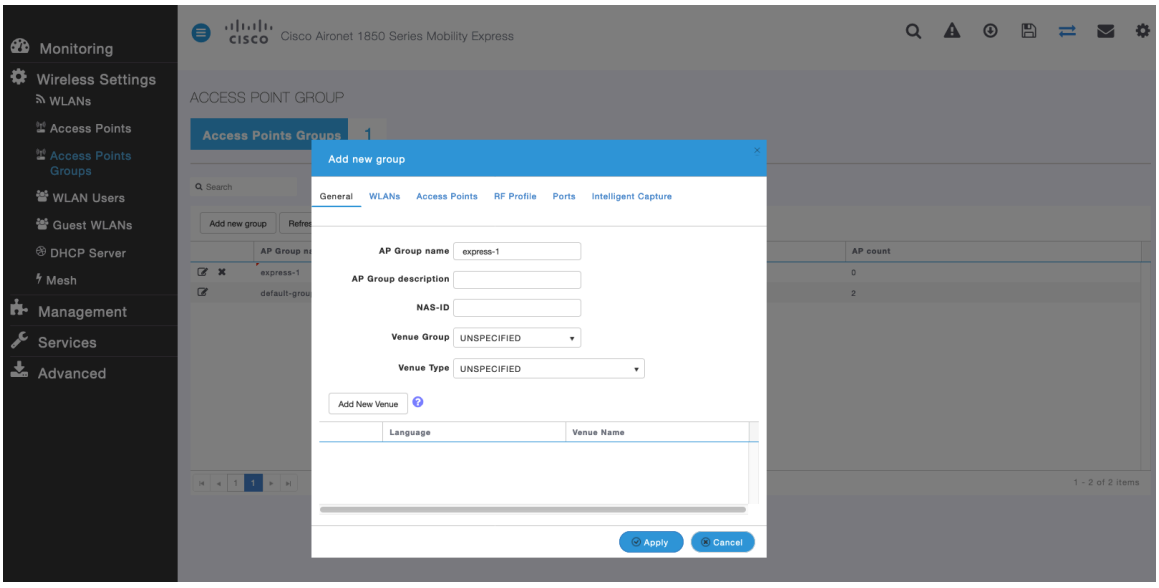


The **Maximum Allowed Clients** and **Maximum Allowed Clients Per AP Radio** can be configured as necessary.

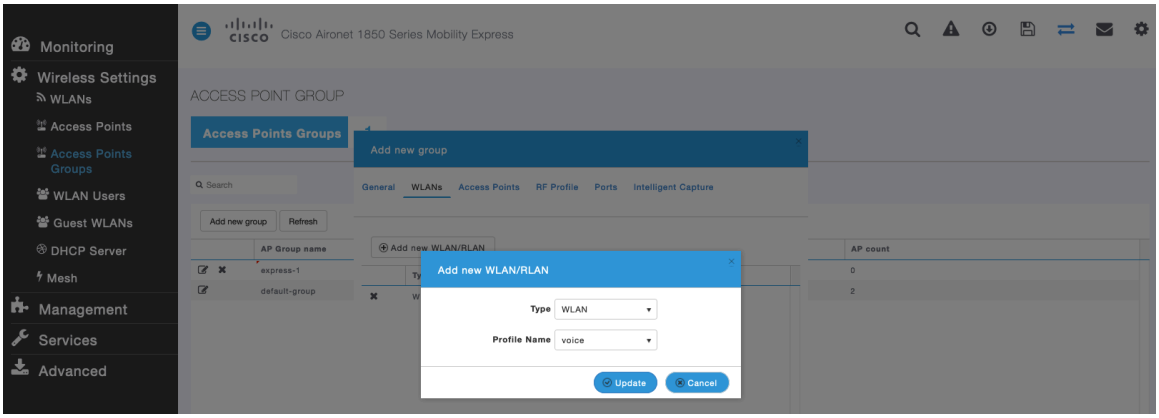


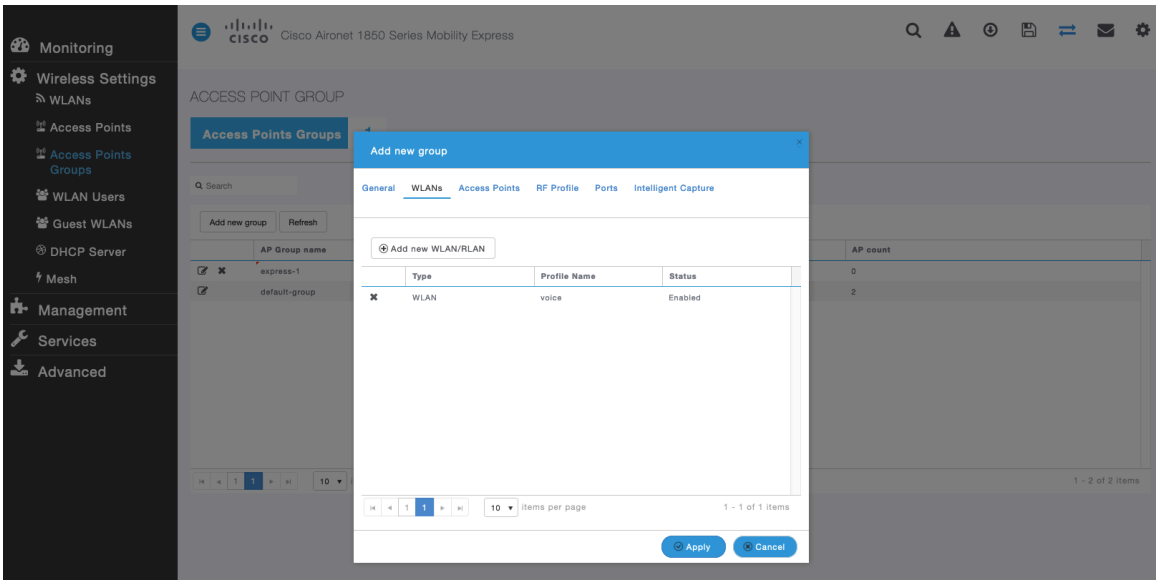
AP Groups

AP Groups can be created to specify which WLANs are to be enabled and which interface they should be mapped to as well as what RF Profile parameters should be used for the access points assigned to the AP Group.



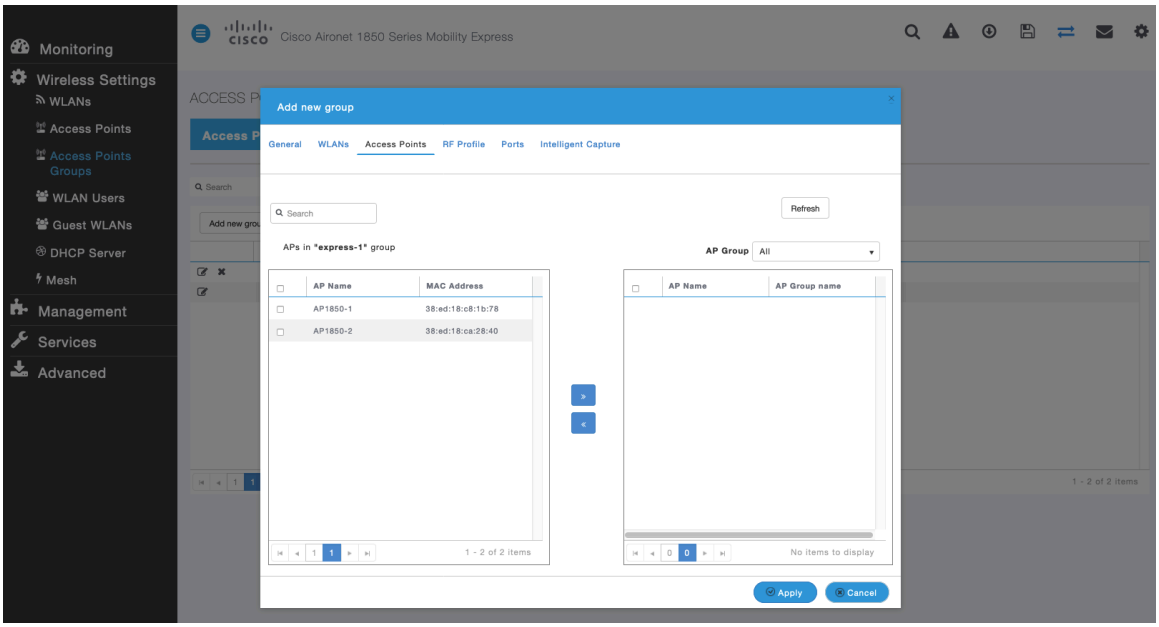
On the **WLANs** tab, select the desired WLANs and interfaces to map to then select **Add**.



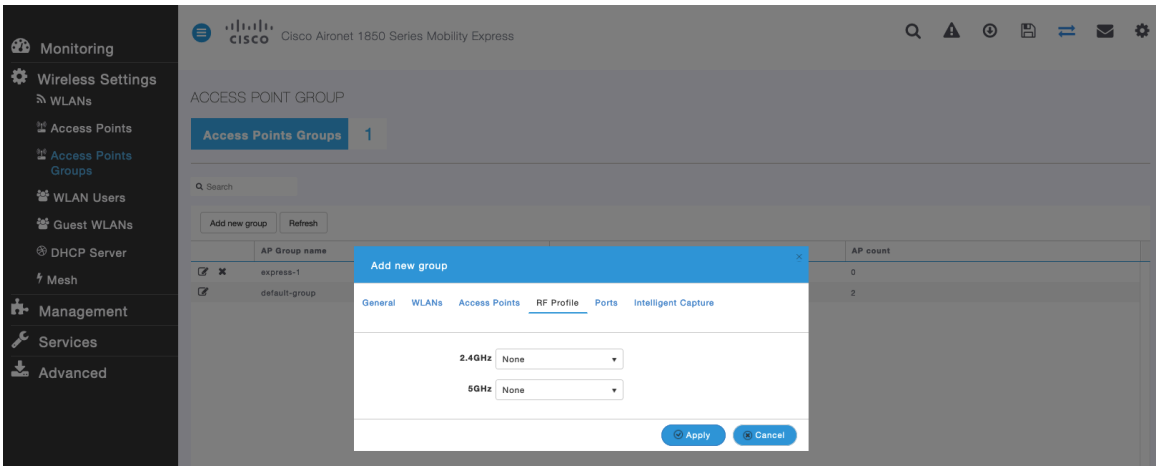


On the **Access Points** tab, select the desired access points then select **Apply**.

Those access points will then reboot.



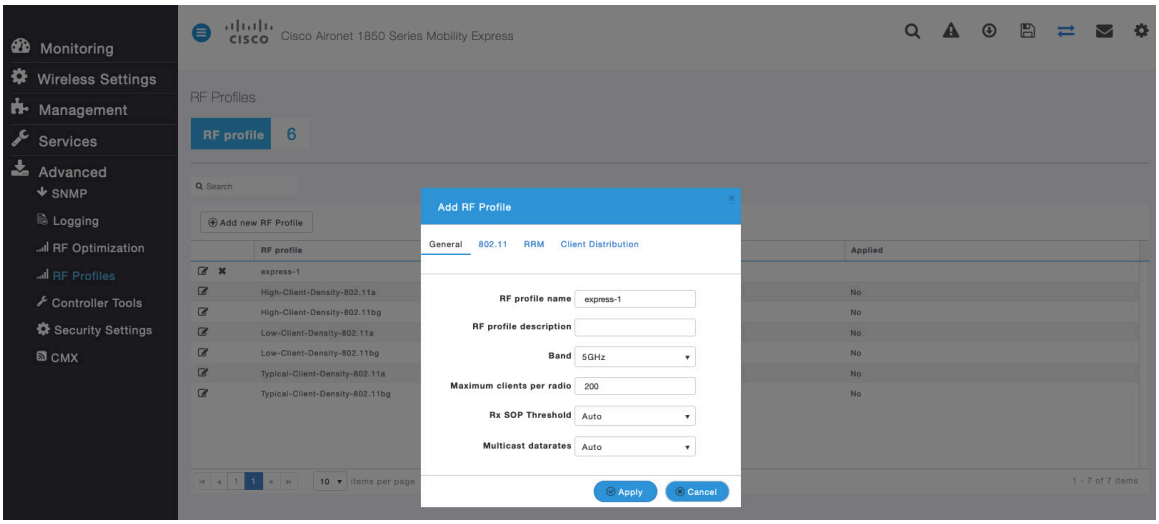
On the **RF Profile** tab, select the desired **2.4GHz** or **5GHz** RF Profile, then select **Apply**.



RF Profiles

RF Profiles can be created to specify which frequency bands, data rates, RRM settings, etc. a group of access points should use.
It is recommended to have the SSID used by the Webex Desk Series to be applied to 5 GHz radios only.
RF Profiles are applied to an AP group once created.

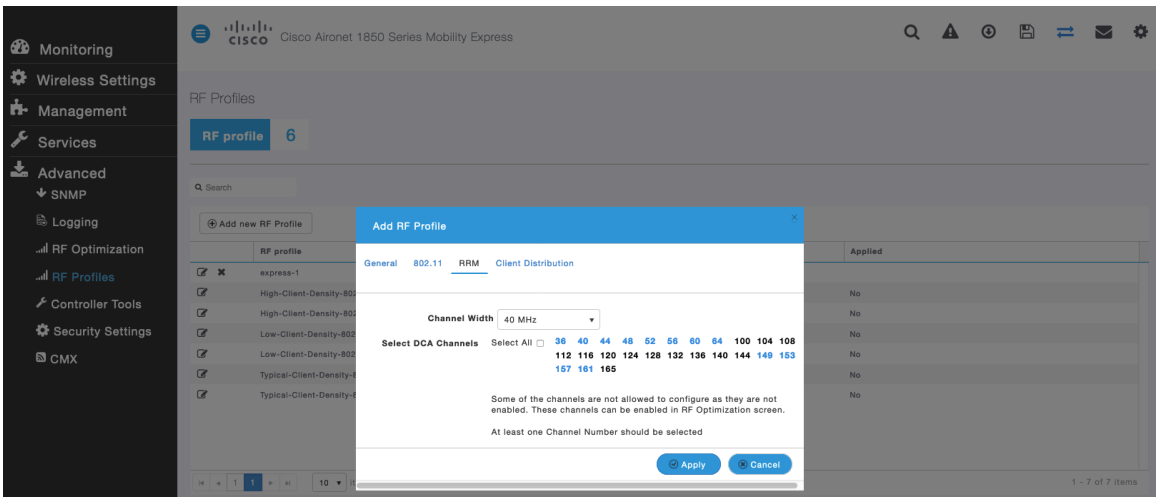
When creating an RF Profile, the **RF Profile Name** and **Radio Policy** must be defined.
Select **5GHZ** or **2.4GHz** for the **Radio Policy**.
Maximum clients per radio, **Multicast data rates**, and **Rx Sop Threshold** can be configured as necessary.
It is recommended to use the default value (**Auto**) for **Rx Sop Threshold**.



On the **802.11** tab, configure the data rates as necessary.

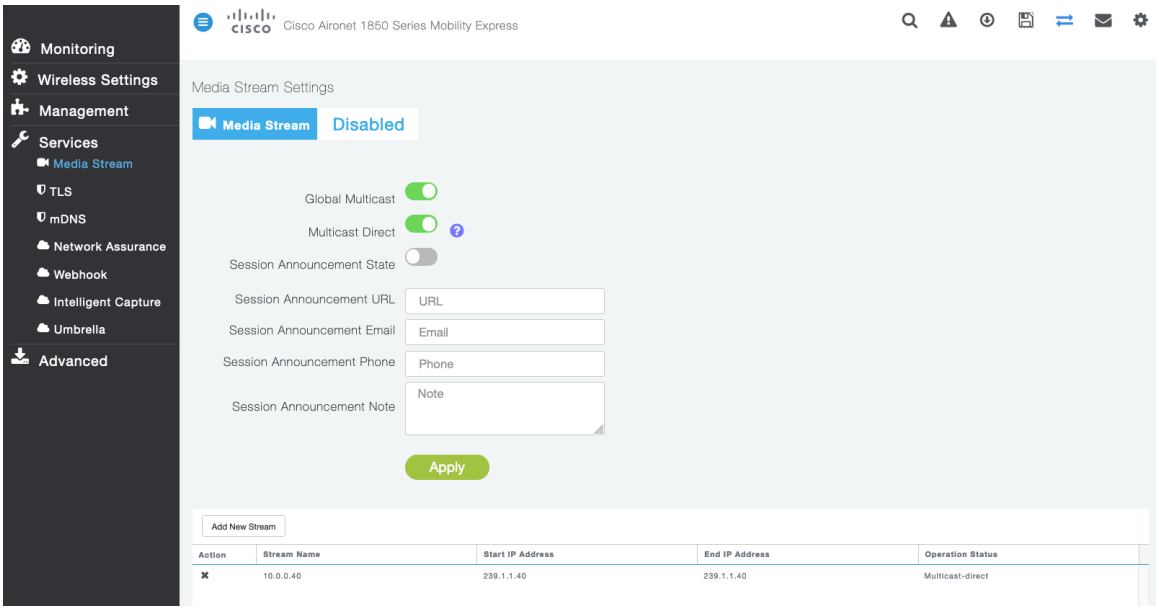
Is recommended to enable 12 Mbps as **Mandatory** and 18 Mbps and higher as **Supported**; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.

On the **RRM** tab, the **Channel Width** settings and **DCA Channels** can be configured.

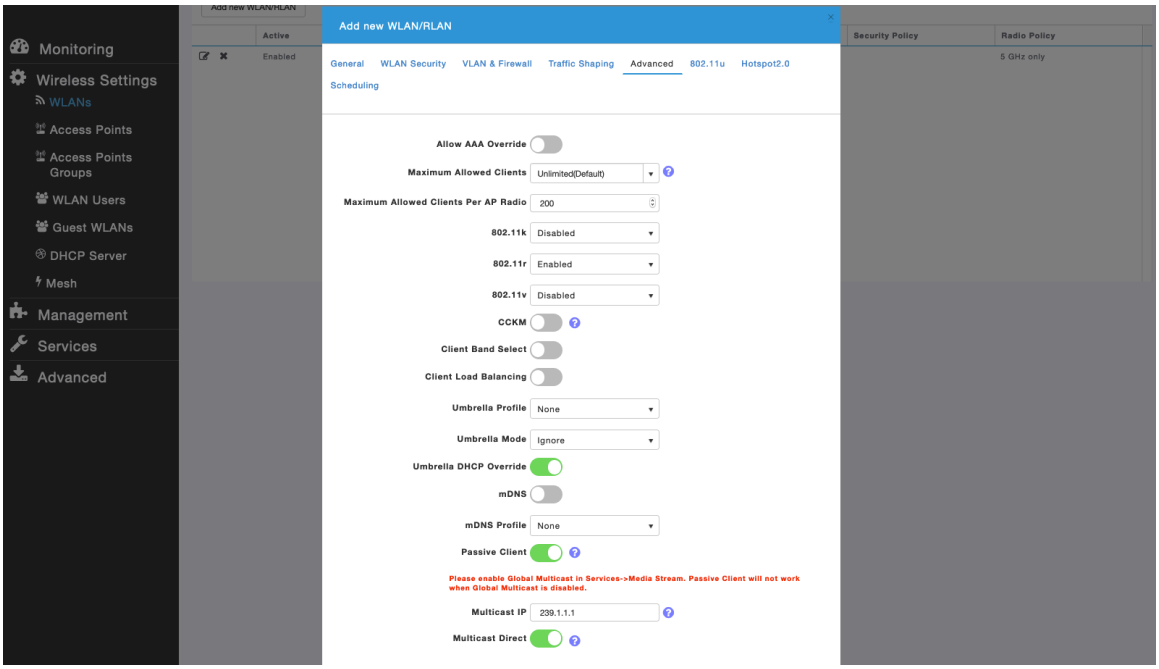


Multicast Direct

In the **Media Stream** settings, enable **Global Multicast** and **Multicast Direct**.



After **Multicast Direct** is enabled in the **Media Stream** settings, then there will be an option to enable **Multicast Direct** in the **Advanced** tab of the WLAN configuration.



Cisco Autonomous Access Points

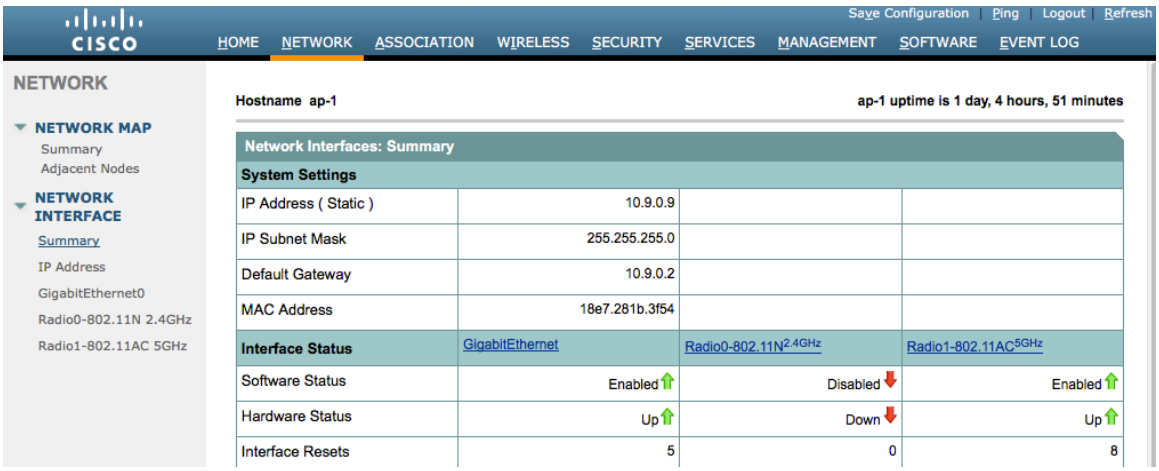
When configuring Cisco Autonomous Access Points, use the following guidelines:

- Ensure **802.11r (FT)** and **CCKM** are not configured as mandatory
- Ensure **802.11k** is **Disabled**
- Ensure **802.11v** is **Disabled**
- Configure the **Data Rates** as necessary
- Configure **Quality of Service (QoS)**
- Set the **WMM Policy** to **Required**
- Ensure **Aironet Extensions** is **Enabled**
- Disable **Public Secure Packet Forwarding (PSPF)**
- Set **IGMP Snooping** to **Enabled**

802.11 Network Settings

It is recommended to have the Webex Desk Series operate on the 5 GHz band only due to having many channels available and not as many interferers as the 2.4 GHz band has.

If wanting to use 5 GHz, ensure the 802.11a/n/ac network status is **Enabled**.



Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.

If using 5 GHz, the number of channels can be limited (e.g. 12 channels only) to avoid any potential delay of access point discovery due to having to scan many channels.

For Cisco Autonomous Access Points, select Dynamic Frequency Selection (DFS) to use auto channel selection.

When DFS is enabled, enable at least one band (bands 1-4).

Can select band 1 only for the access point to use a UNII-1 channel (channel 36, 40, 44, or 48).

Individual access points can be configured to override the global setting to use dynamic channel and transmit power assignment for either 5 or 2.4 GHz depending on which frequency band is to be utilized.

Other access points can be enabled for automatic assignment method and account for the access points that are statically configured.

This may be necessary if there is an intermittent interferer present in an area.

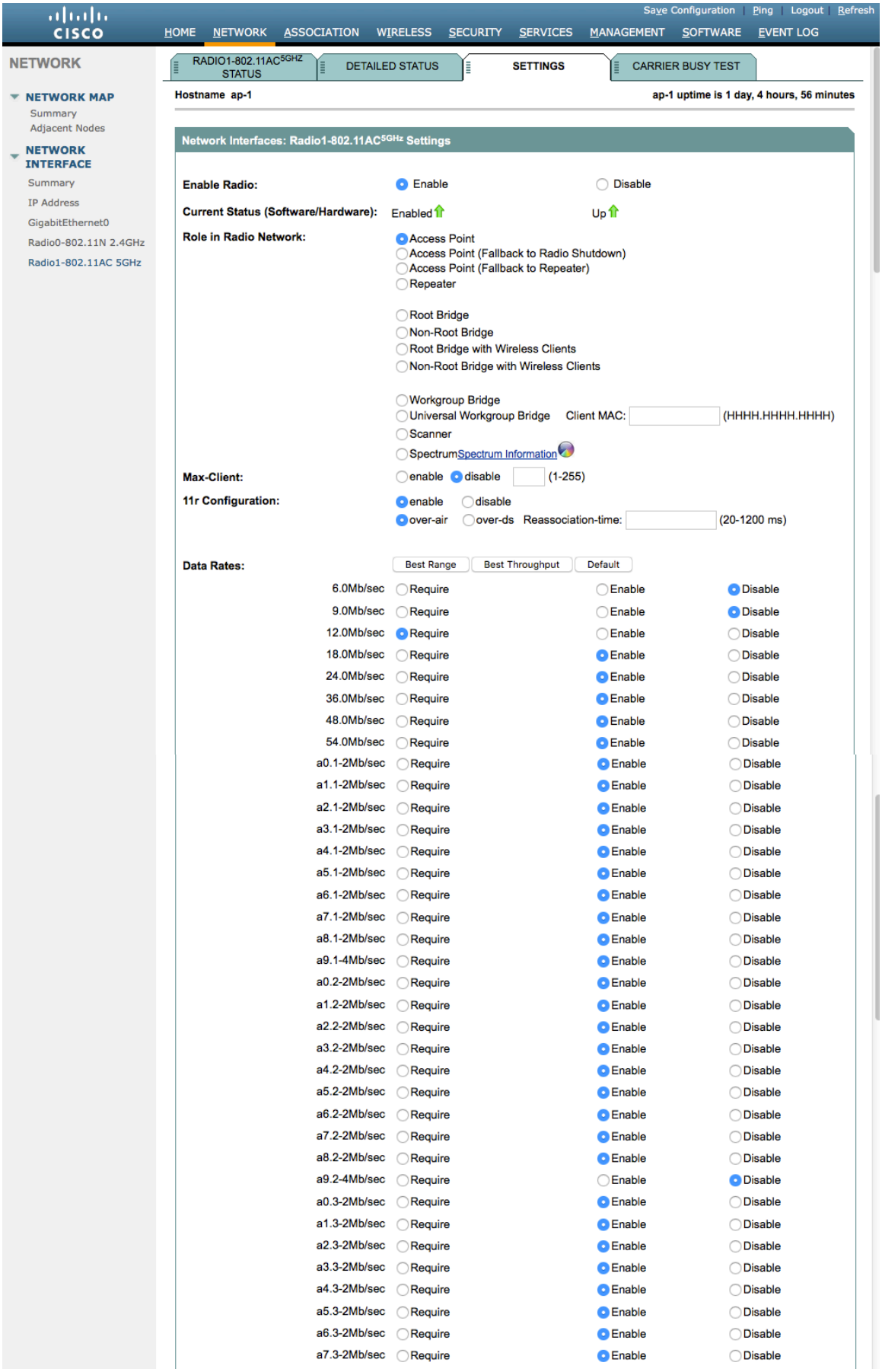
The 5 GHz channel width can be configured for 20 MHz or 40 MHz if using Cisco 802.11n Access Points and 20 MHz, 40 MHz, or 80 MHz if using Cisco 802.11ac Access Points.

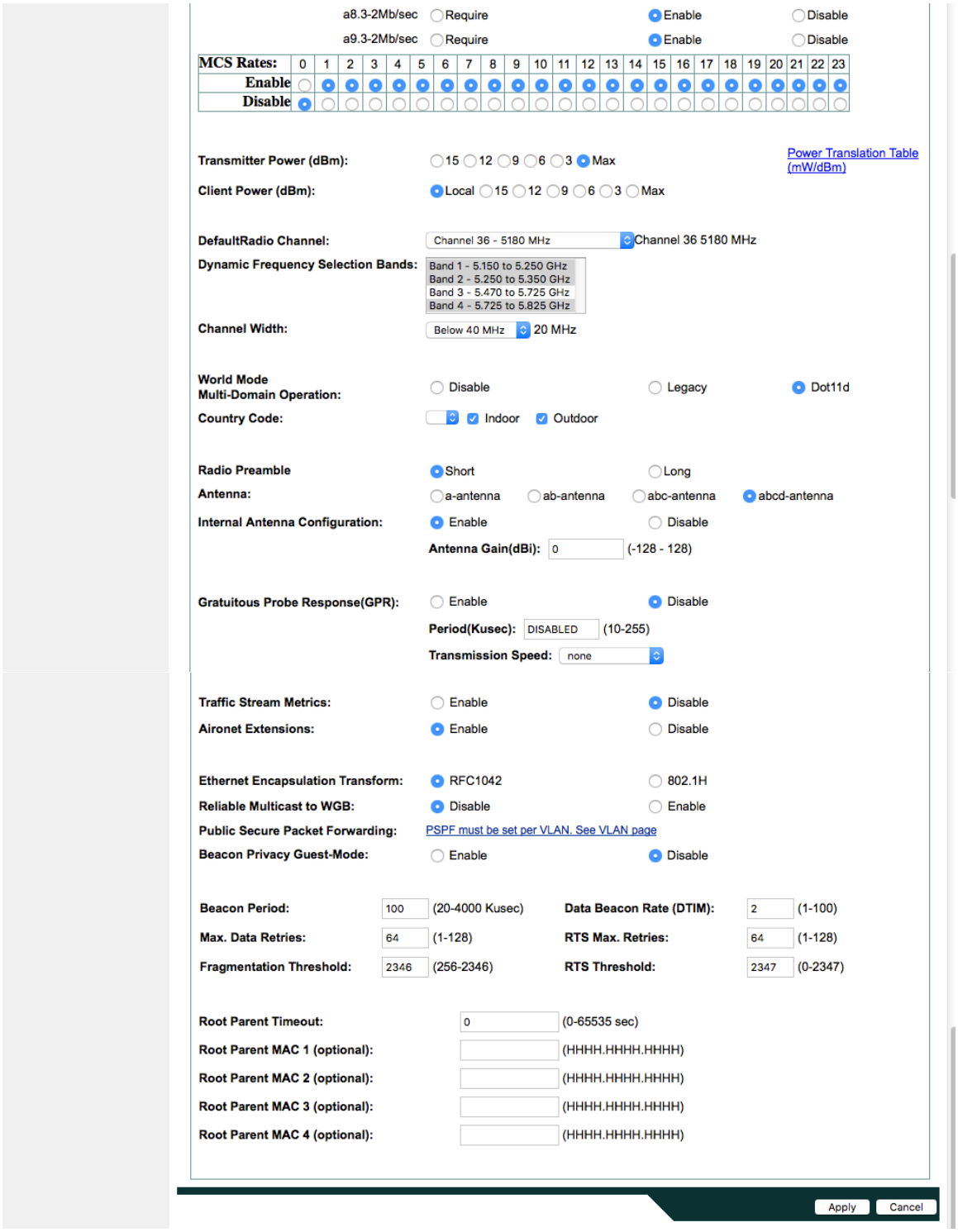
It is recommended to utilize the same channel width for all access points.

Enable **Dot11d** for **World Mode** and configure the proper **Country Code**.

Ensure **Aironet Extensions** is enabled.

Set the **Beacon Period** to **100 ms** and **DTIM** to 2.


Save Configuration | Ping | Logout | Refresh
HOME NETWORK ASSOCIATION WIRELESS SECURITY SERVICES MANAGEMENT SOFTWARE EVENT LOG
NETWORK
NETWORK MAP
Summary
Adjacent Nodes
NETWORK INTERFACE
Summary
IP Address
GigabitEthernet0
Radio0-802.11N 2.4GHz
Radio1-802.11AC 5GHz
RADIO1-802.11AC5GHZ STATUS
DETAILED STATUS
SETTINGS
CARRIER BUSY TEST
Hostname ap-1
ap-1 uptime is 1 day, 4 hours, 56 minutes
Network Interfaces: Radio1-802.11AC5GHz Settings
Enable Radio: Enable Disable
Current Status (Software/Hardware): Enabled Up
Role in Radio Network:
Access Point
Access Point (Fallback to Radio Shutdown)
Access Point (Fallback to Repeater)
Repeater
Root Bridge
Non-Root Bridge
Root Bridge with Wireless Clients
Non-Root Bridge with Wireless Clients
Workgroup Bridge
Universal Workgroup Bridge Client MAC: (HHHH.HHHH.HHHH)
Scanner
SpectrumSpectrum Information
Max-Client: enable disable (1-255)
11r Configuration: enable disable
over-air over-ds Reassociation-time: (20-1200 ms)
Data Rates: Best Range Best Throughput Default
6.0Mb/sec Require Enable Disable
9.0Mb/sec Require Enable Disable
12.0Mb/sec Require Enable Disable
18.0Mb/sec Require Enable Disable
24.0Mb/sec Require Enable Disable
36.0Mb/sec Require Enable Disable
48.0Mb/sec Require Enable Disable
54.0Mb/sec Require Enable Disable
a0.1-2Mb/sec Require Enable Disable
a1.1-2Mb/sec Require Enable Disable
a2.1-2Mb/sec Require Enable Disable
a3.1-2Mb/sec Require Enable Disable
a4.1-2Mb/sec Require Enable Disable
a5.1-2Mb/sec Require Enable Disable
a6.1-2Mb/sec Require Enable Disable
a7.1-2Mb/sec Require Enable Disable
a8.1-2Mb/sec Require Enable Disable
a9.1-4Mb/sec Require Enable Disable
a0.2-2Mb/sec Require Enable Disable
a1.2-2Mb/sec Require Enable Disable
a2.2-2Mb/sec Require Enable Disable
a3.2-2Mb/sec Require Enable Disable
a4.2-2Mb/sec Require Enable Disable
a5.2-2Mb/sec Require Enable Disable
a6.2-2Mb/sec Require Enable Disable
a7.2-2Mb/sec Require Enable Disable
a8.2-2Mb/sec Require Enable Disable
a9.2-4Mb/sec Require Enable Disable
a0.3-2Mb/sec Require Enable Disable
a1.3-2Mb/sec Require Enable Disable
a2.3-2Mb/sec Require Enable Disable
a3.3-2Mb/sec Require Enable Disable
a4.3-2Mb/sec Require Enable Disable
a5.3-2Mb/sec Require Enable Disable
a6.3-2Mb/sec Require Enable Disable
a7.3-2Mb/sec Require Enable Disable



If wanting to use 2.4 GHz, ensure the 802.11b/g/n network status and 802.11g is enabled.

Recommended to set 12 Mbps as the mandatory (basic) rate and 18 Mbps and higher as supported (optional) rates assuming that there will not be any 802.11b only clients that will connect to the wireless LAN; however some environments may require 6 Mbps to be enabled as a mandatory (basic) rate.

If 802.11b clients exist, then 11 Mbps should be set as the mandatory (basic) rate and 12 Mbps and higher as supported (optional).

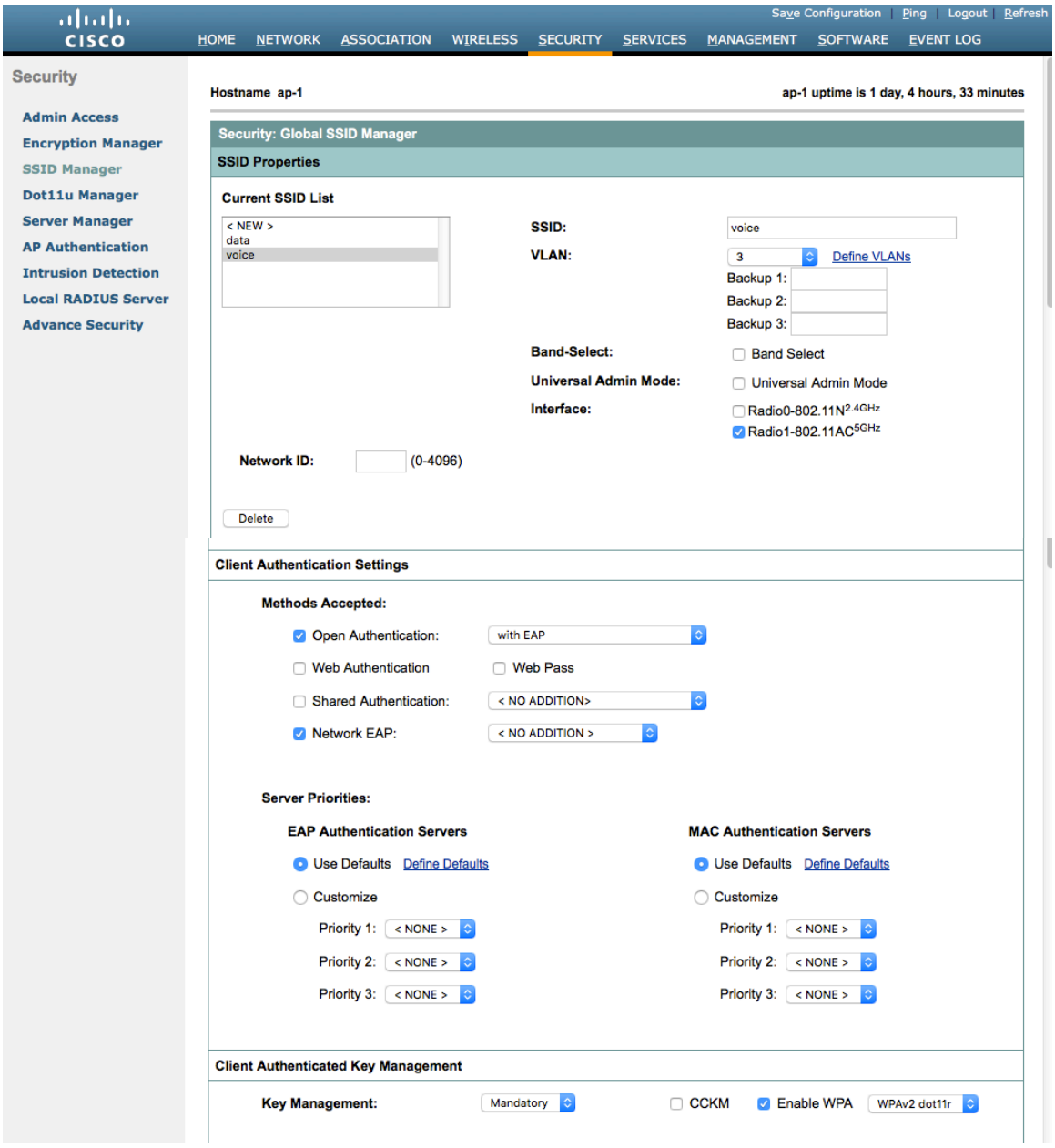
WLAN Settings

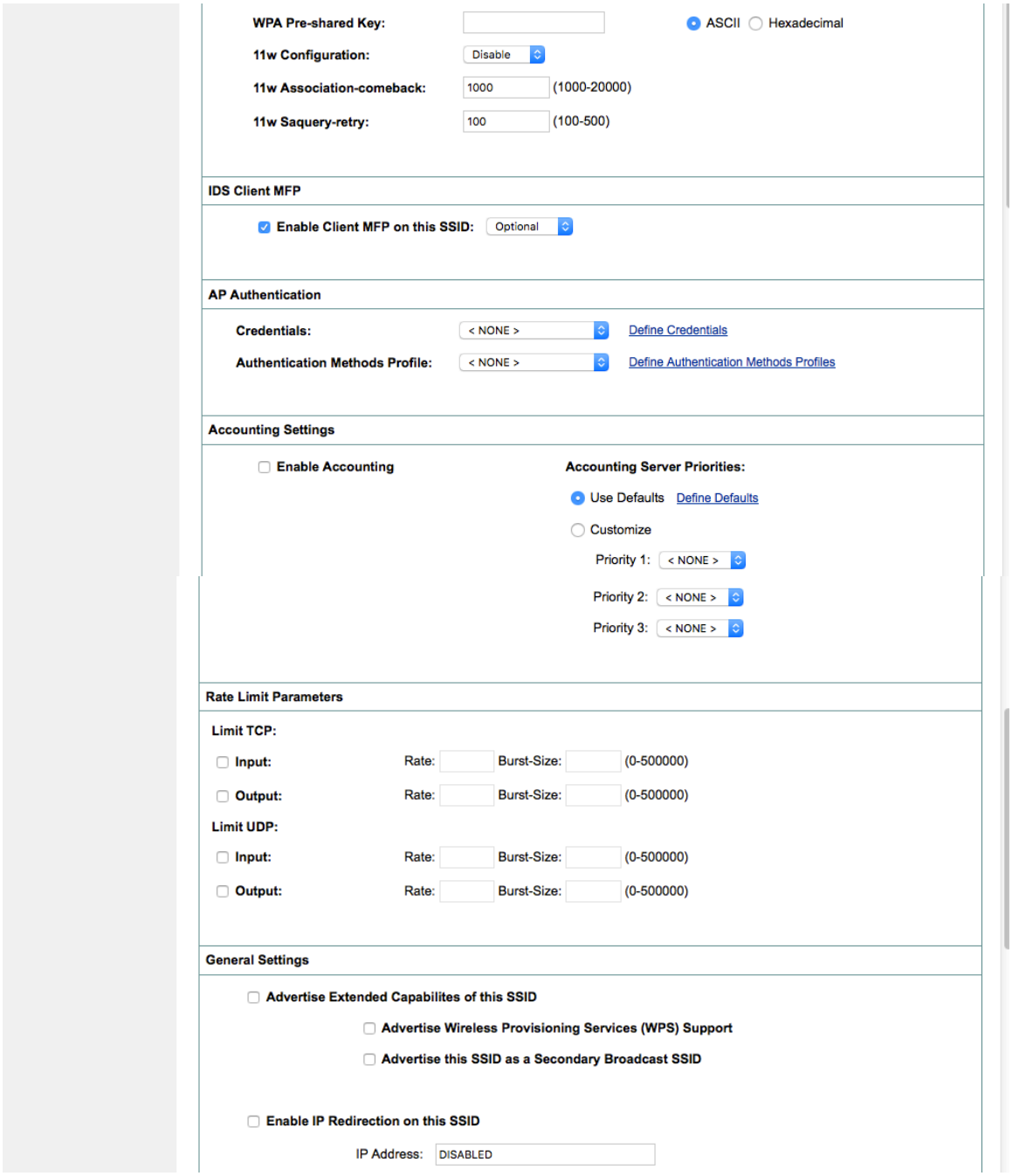
It is recommended to have a separate SSID for the Webex Desk Series.

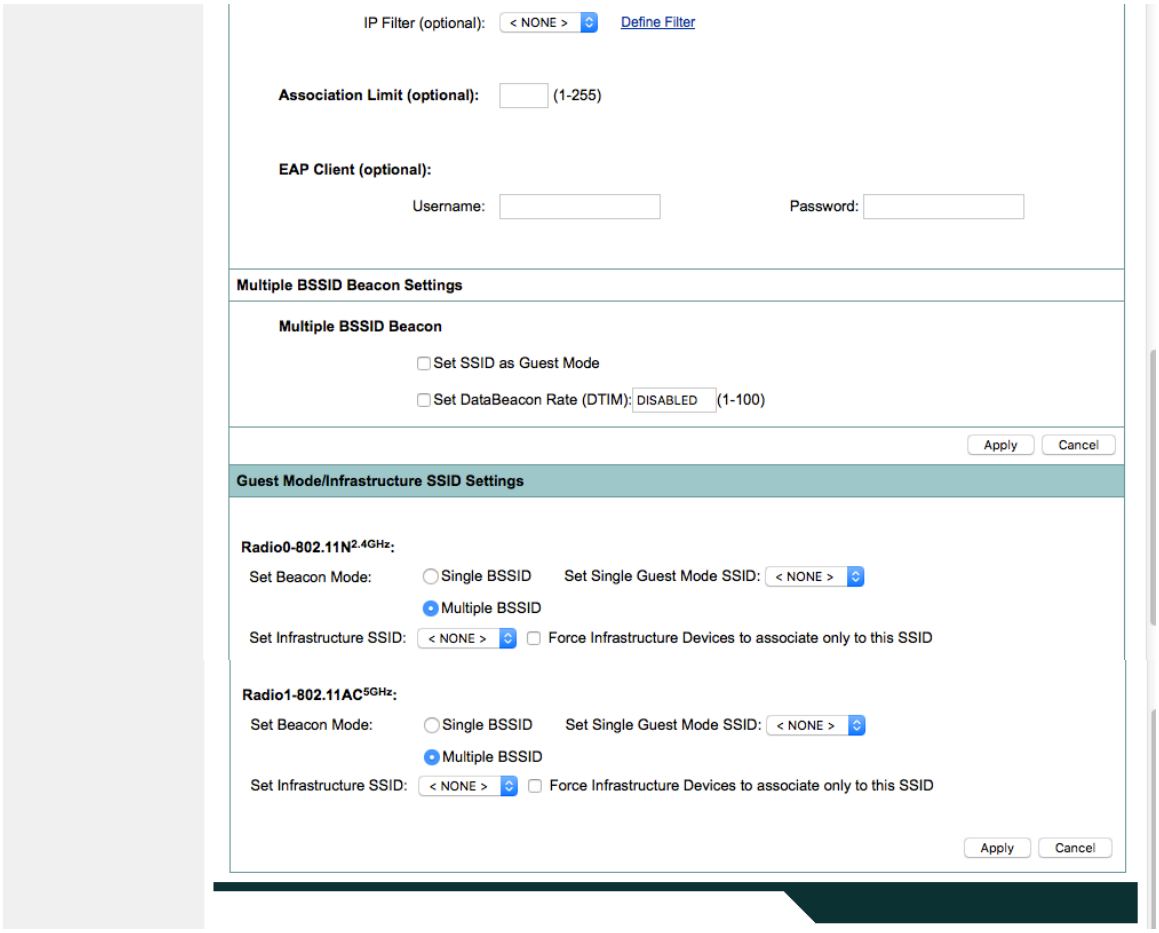
However, if there is an existing SSID configured to support voice capable Cisco Wireless LAN endpoints already, then that WLAN can be utilized instead.

The SSID to be used by the Webex Desk Series can be configured to only apply to a certain 802.11 radio type (e.g. 802.11a only).

Enable **WPA2** key management.

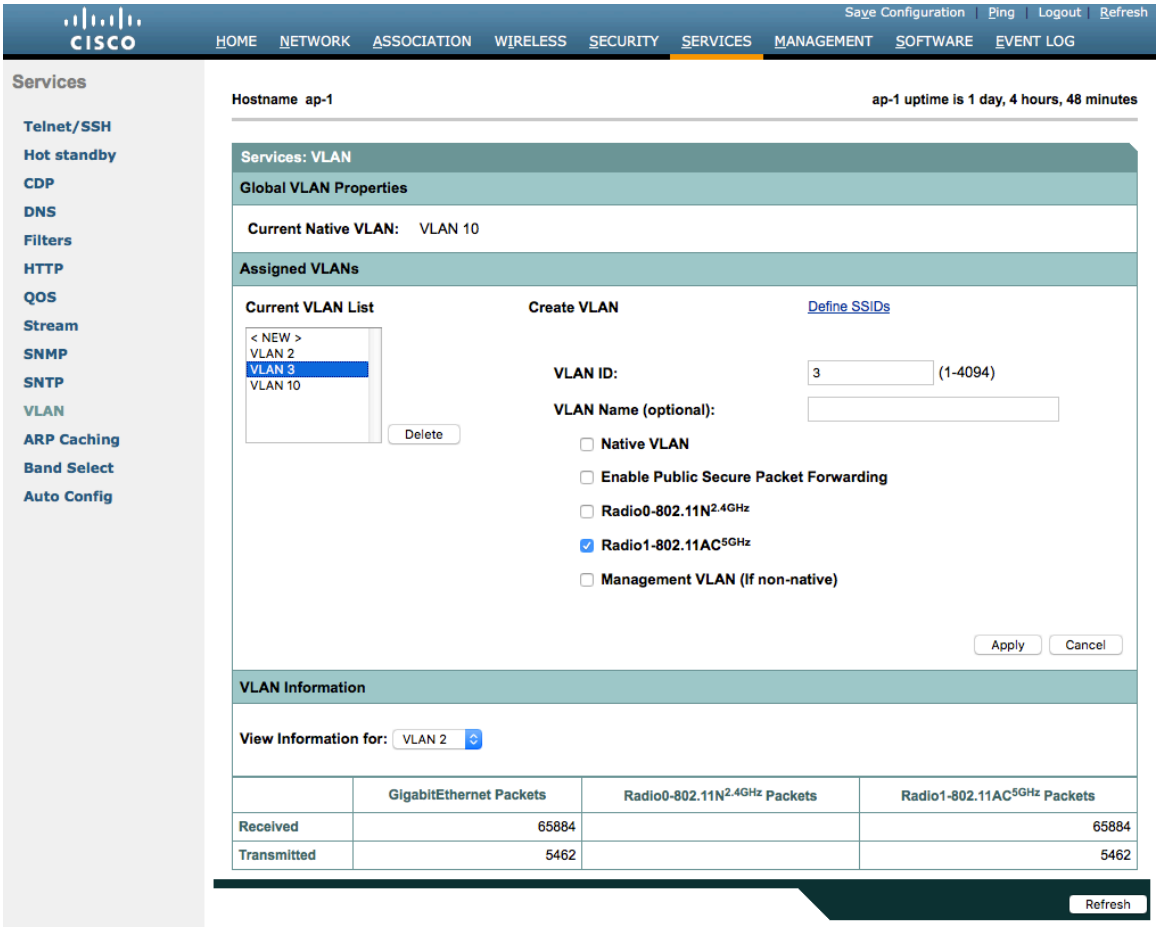



WPA Pre-shared Key:
ASCII
Hexadecimal
11w Configuration:
Disable
11w Association-comeback:
1000
(1000-20000)
11w Saquery-retry:
100
(100-500)
IDS Client MFP
Enable Client MFP on this SSID:
Optional
AP Authentication
Credentials:
< NONE >
Define Credentials
Authentication Methods Profile:
< NONE >
Define Authentication Methods Profiles
Accounting Settings
Enable Accounting
Accounting Server Priorities:
Use Defaults
Define Defaults
Customize
Priority 1:
< NONE >
Priority 2:
< NONE >
Priority 3:
< NONE >
Rate Limit Parameters
Limit TCP:
Input:
Rate:
Burst-Size:
(0-500000)
Output:
Rate:
Burst-Size:
(0-500000)
Limit UDP:
Input:
Rate:
Burst-Size:
(0-500000)
Output:
Rate:
Burst-Size:
(0-500000)
General Settings
Advertise Extended Capabilites of this SSID
Advertise Wireless Provisioning Services (WPS) Support
Advertise this SSID as a Secondary Broadcast SSID
Enable IP Redirection on this SSID
IP Address:
DISABLED

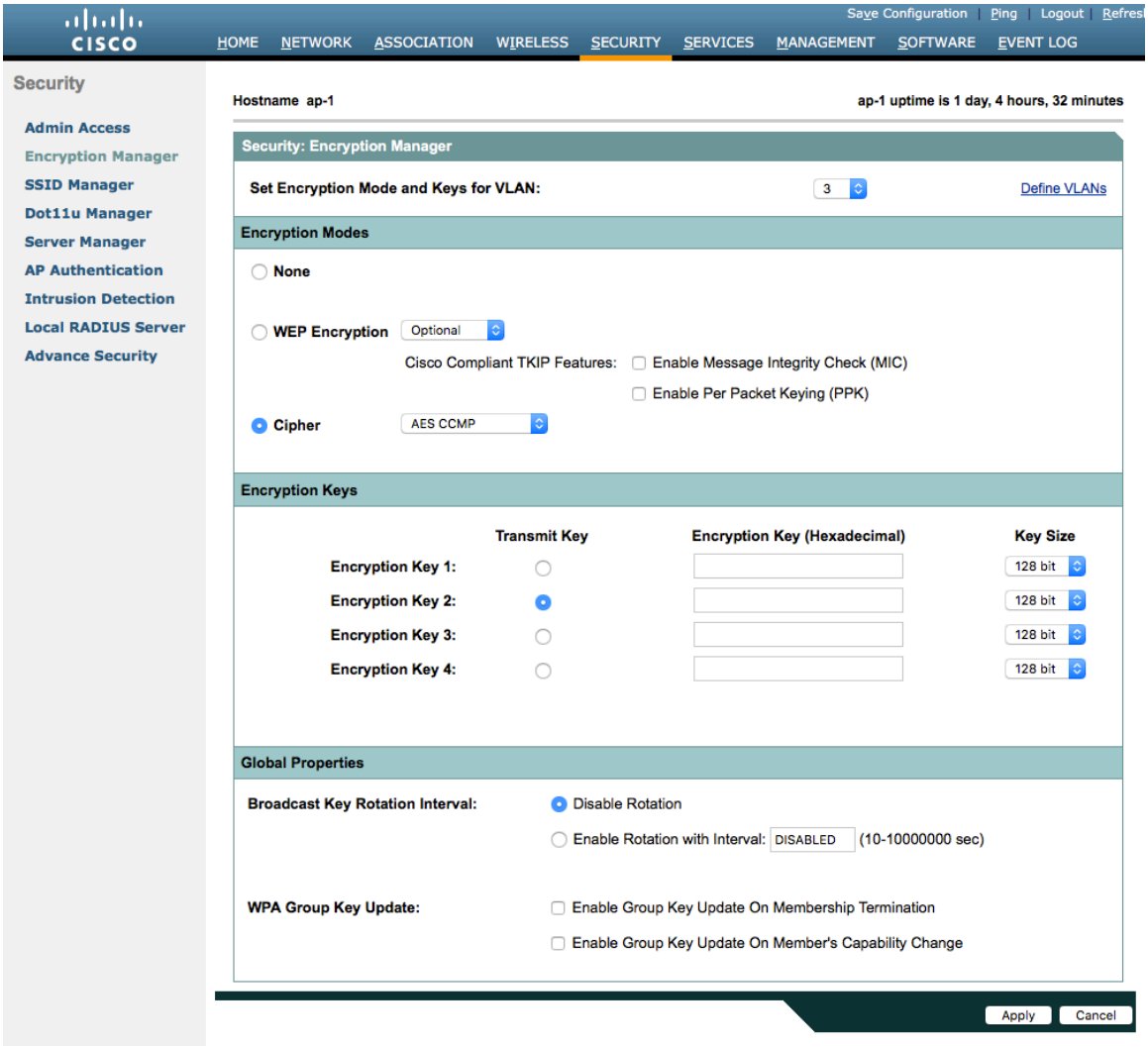


Segment wireless voice and data into separate VLANs.

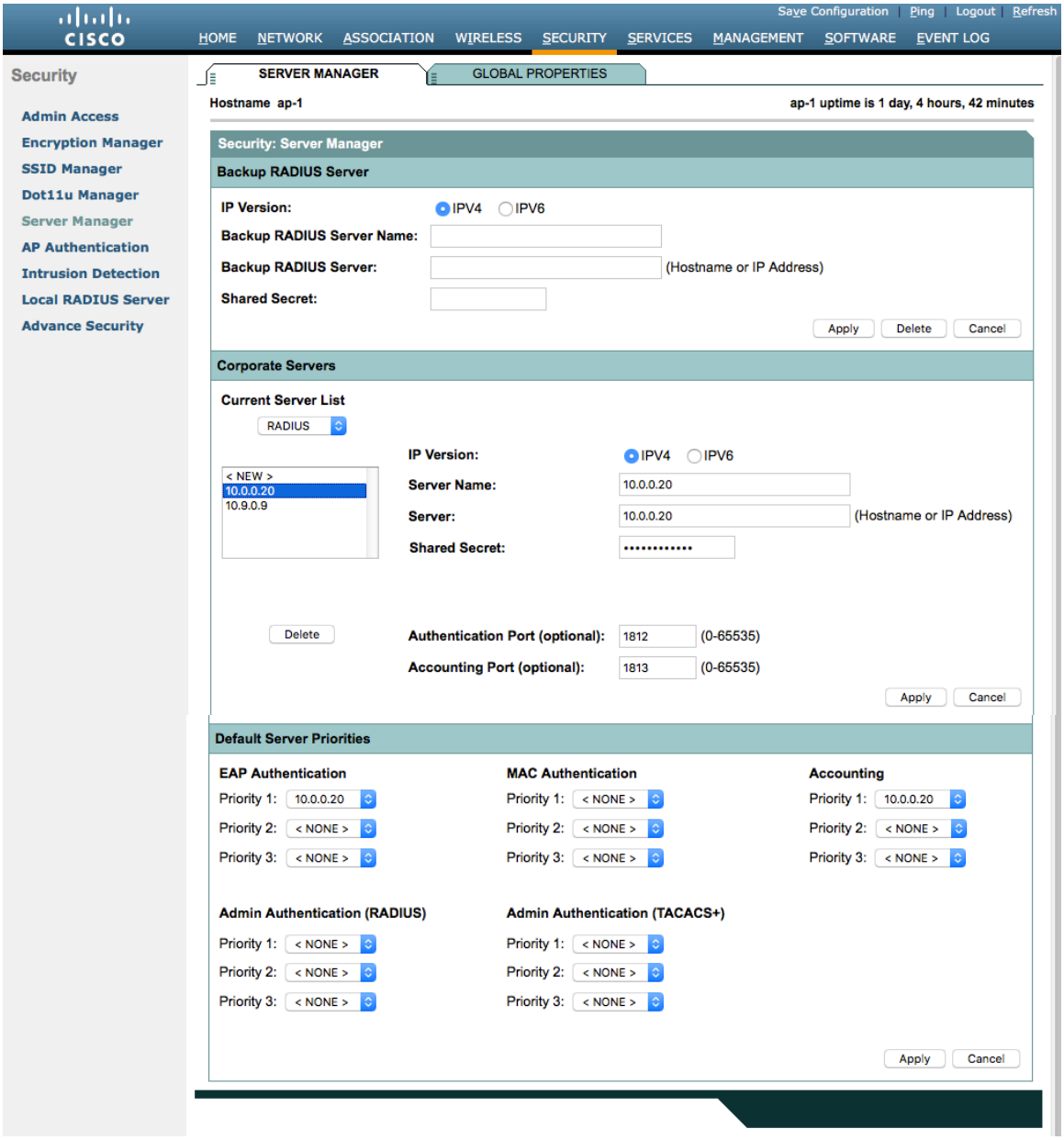
Ensure that Public Secure Packet Forwarding (PSPF) is not enabled for the voice VLAN as this will prevent clients from communicating directly when associated to the same access point. If PSPF is enabled, then the result will be no way audio.



Ensure **AES** is selected for encryption type.



Configure the RADIUS servers to be used for authentication and accounting.

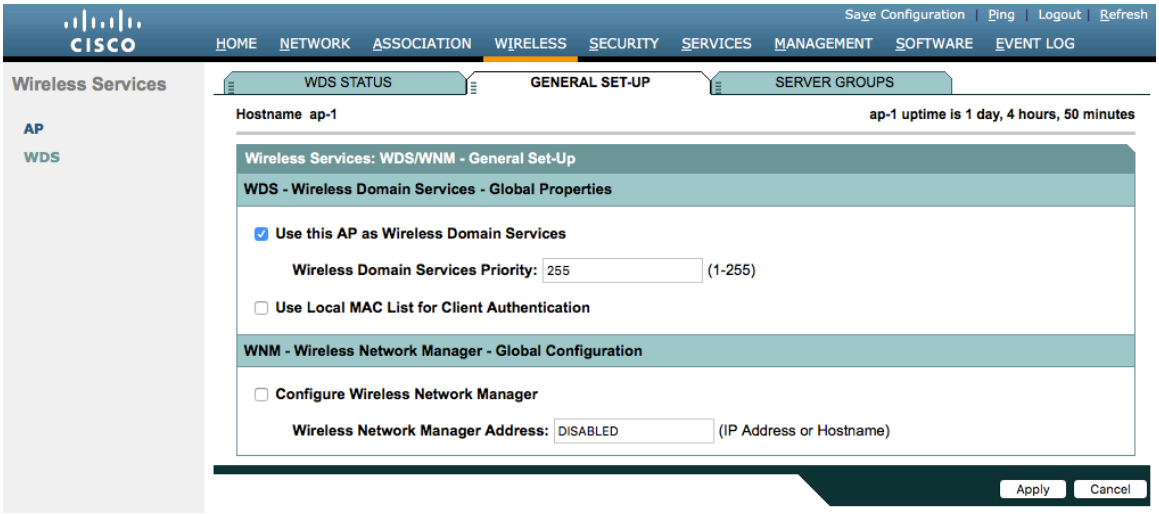


Wireless Domain Services (WDS)

Wireless Domain Services should be utilized in the Cisco Autonomous Access Point environment, which is also required for fast secure roaming.

Select one access point to be the primary WDS server and another to be the backup WDS server.

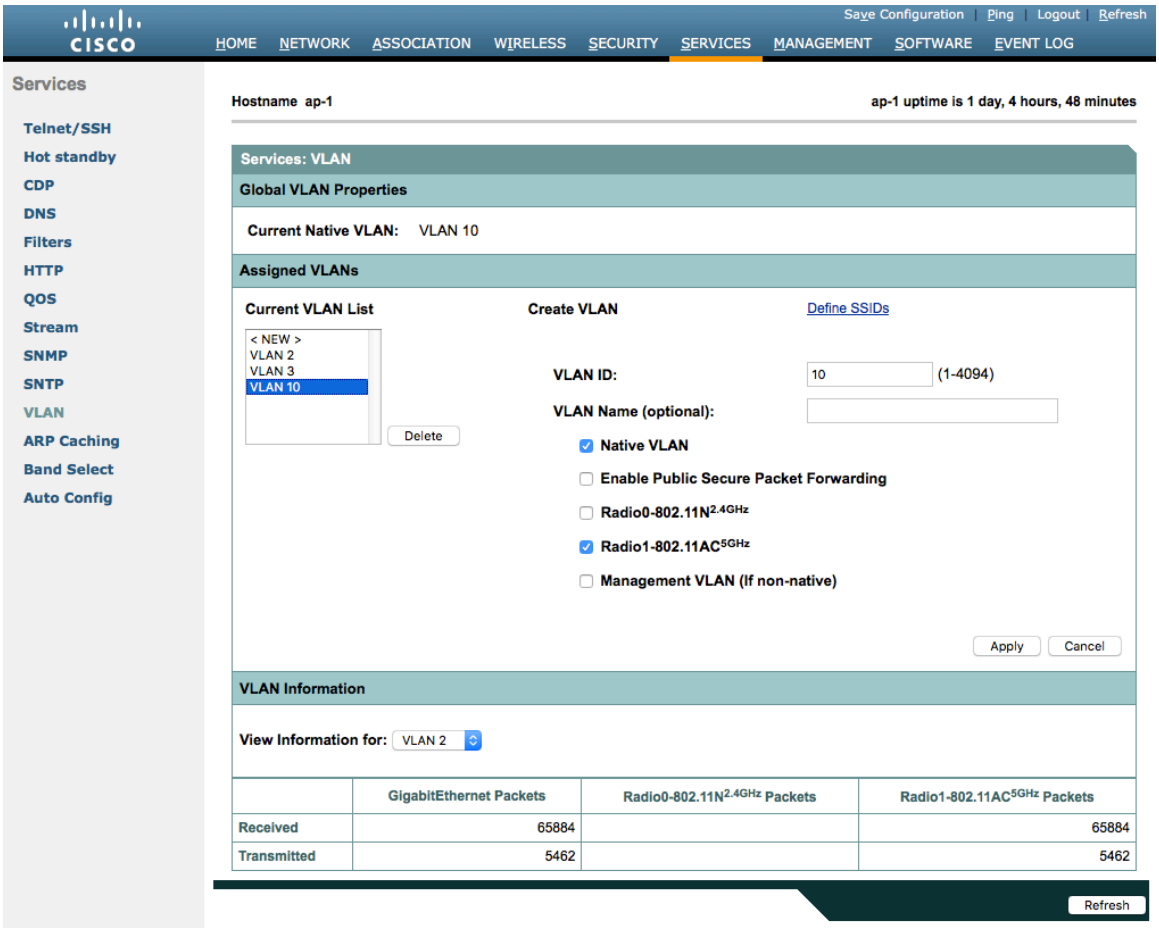
Configure the primary WDS server with the highest priority (e.g. 255) and the backup WDS server with a lower priority (e.g. 254).



The Cisco Autonomous Access Points utilize Inter-Access Point Protocol (IAPP), which is a multicast protocol, therefore should use a dedicated native VLAN for Cisco Autonomous Access Points.

For the native VLAN, it is recommended to not use VLAN 1 to ensure that IAPP packets are exchanged successfully.

Port security should be disabled on switch ports that Cisco Autonomous Access Points are directly connected to.

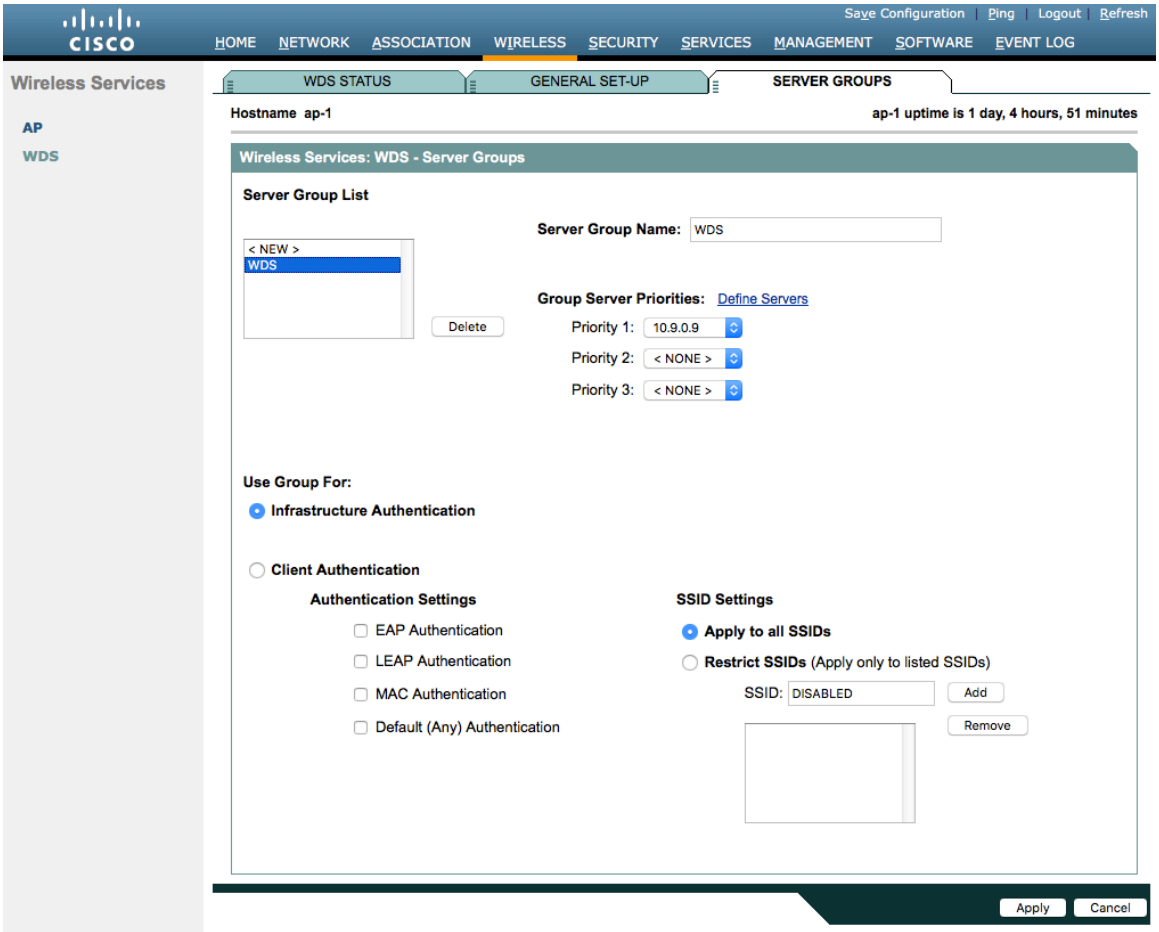


Server groups for Wireless Domain Services must be defined.

First, define the server group to be used for infrastructure authentication.

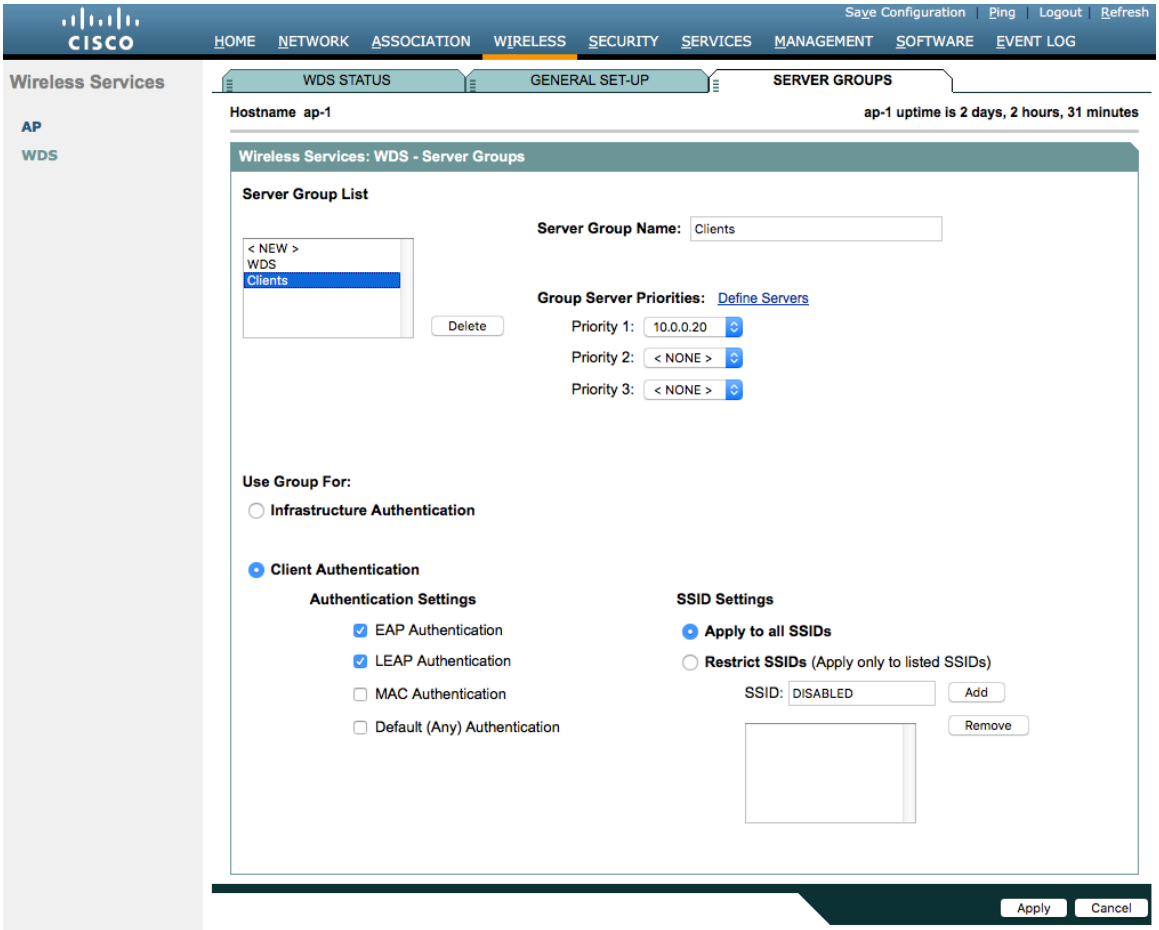
Is recommended to use local RADIUS for infrastructure authentication.

If not using local RADIUS for infrastructure authentication, then need to ensure that all access points with Wireless Domain Services enabled are configured in the RADIUS server.



Then, define the server group to be used for client authentication.

Will need to ensure that all access points with Wireless Domain Services enabled are configured in the RADIUS server.

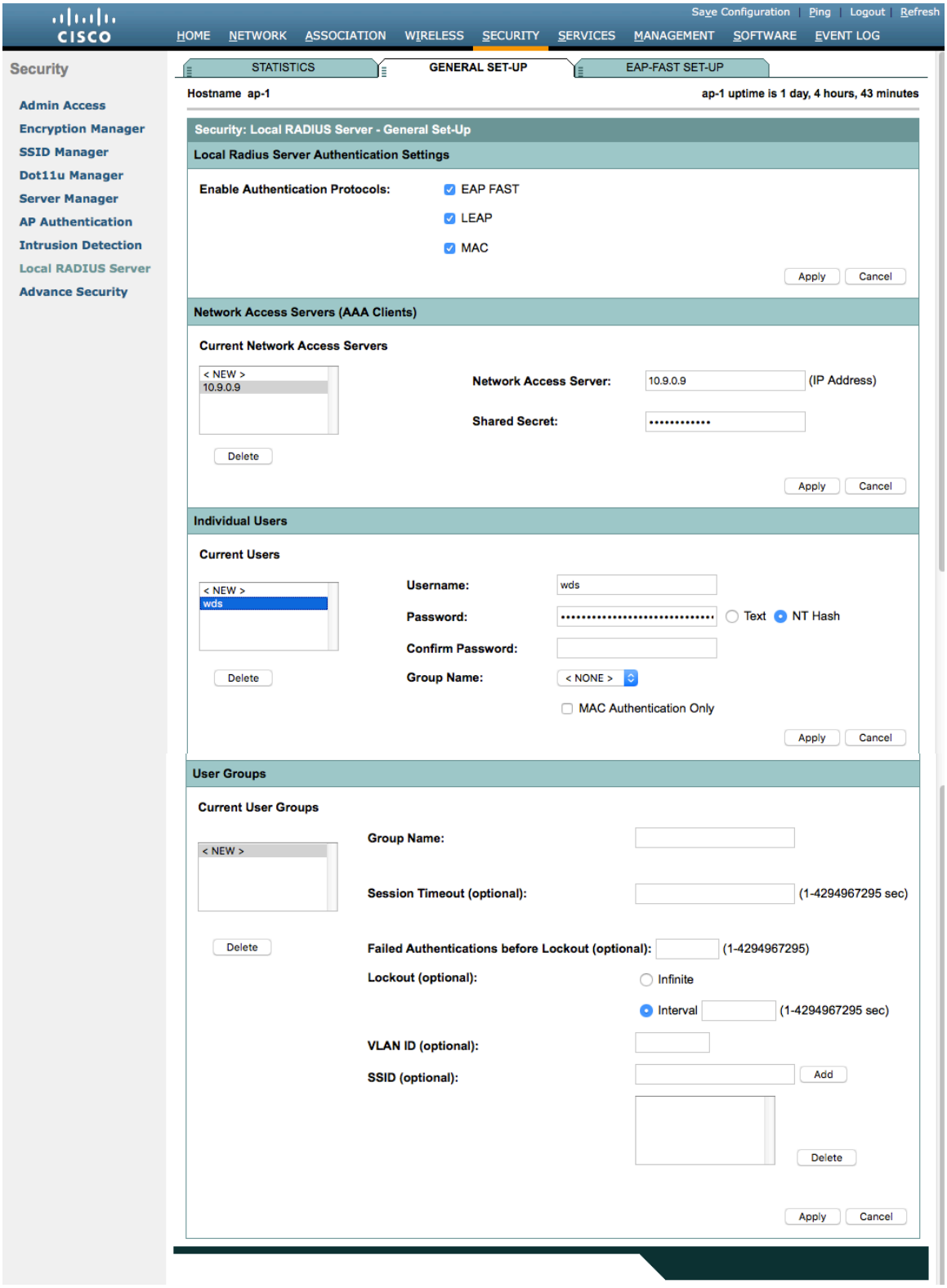


To utilize local RADIUS for infrastructure authentication, enable all authentication protocols.

Create a **Network Access Server** entry for the local access point.

Define the user account in which access points will be configured for to authenticate to the Wireless Domain Services enabled access point.

Configure local RADIUS on each access point participating in Wireless Domain Services.

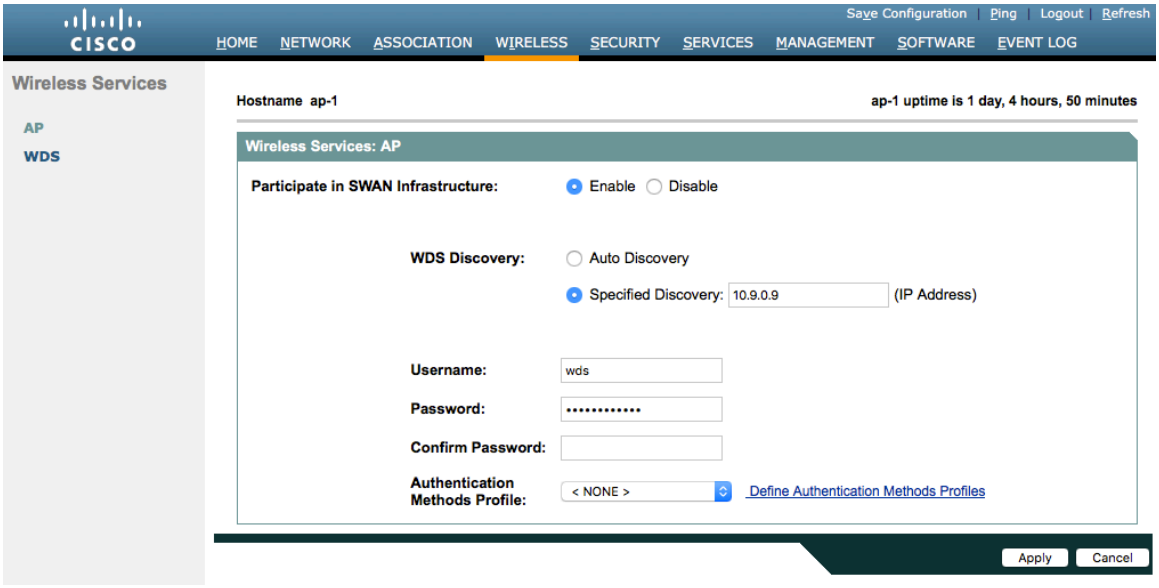


Once the desired access points have been configured successfully to enable Wireless Domain Services, then all access points including those serving as WDS servers need to be configured to be able to authenticate to the WDS servers.

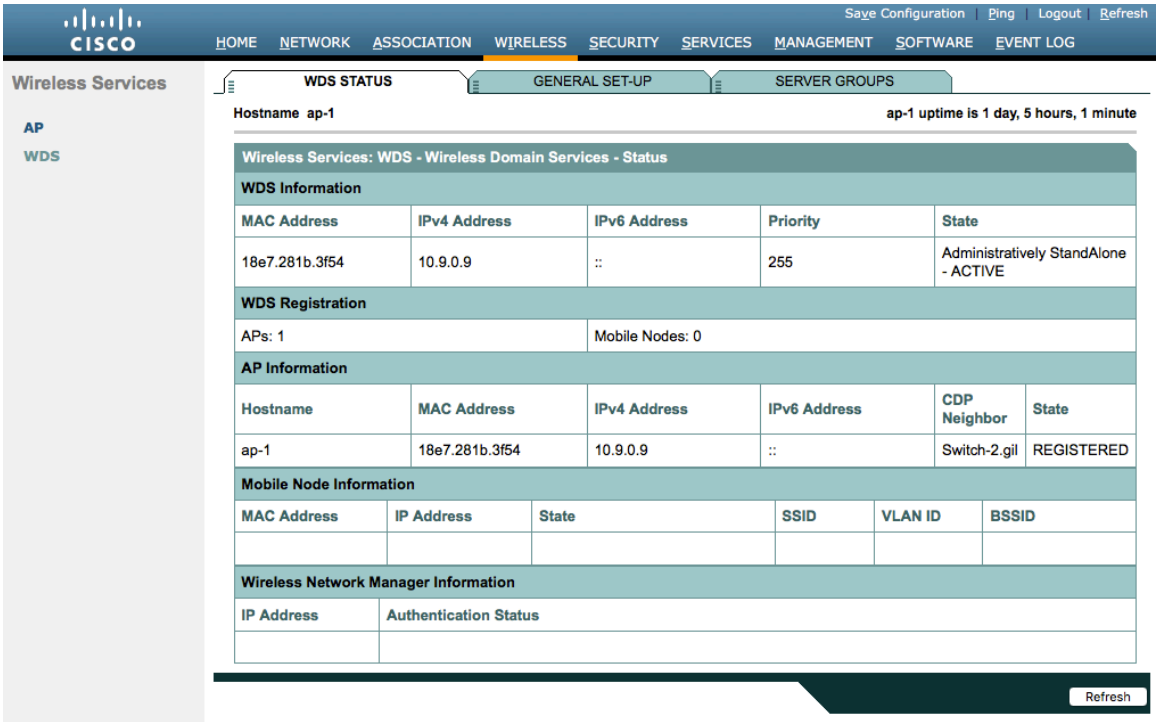
Enable **Participate in SWAN Infrastructure**.

If using a single WDS server, then can specify the IP address of the WDS server; otherwise enable **Auto Discovery**.

Enter the **Username** and **Password** to be used to authenticate to the WDS server.



Once the access point has been configured to authenticate to the WDS server, can check WDS Status to see the WDS server state as well as how many access points are registered to the WDS server.



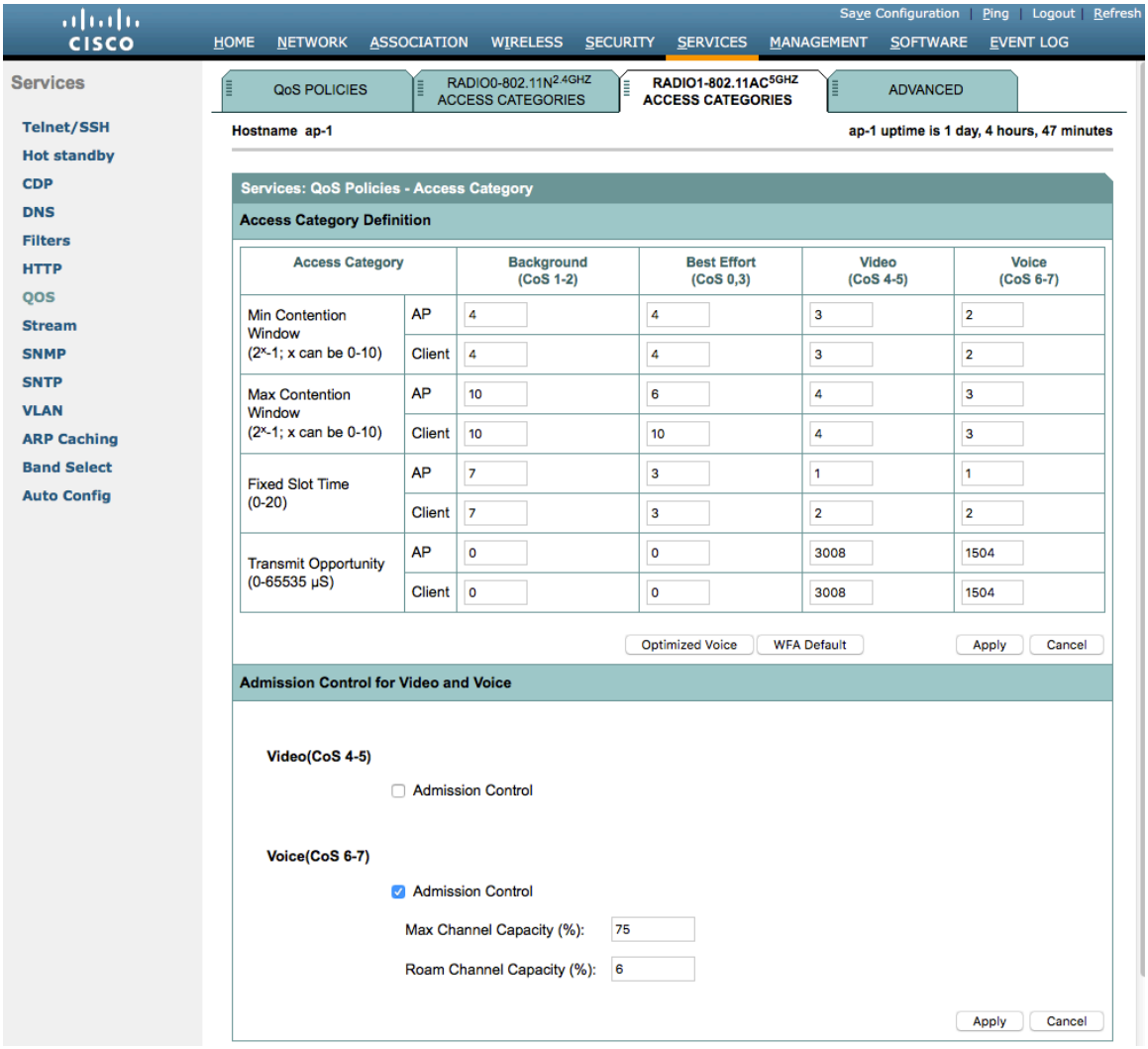
Call Admission Control (CAC)

Load-based CAC and support for multiple streams are not present on the Cisco Autonomous Access Points therefore it is not recommended to enable CAC on Cisco Autonomous Access points.

The Cisco Autonomous Access Point only allows for 1 stream and the stream size is not customizable, therefore SRTP, Barge, Silent Monitoring, and Call Recording will not work if CAC is enabled.

If enabling Admission Control for Voice or for Video on the Cisco Autonomous Access Point, the admission must be unblocked on the SSID as well. In recent releases, the admission is unblocked by default.

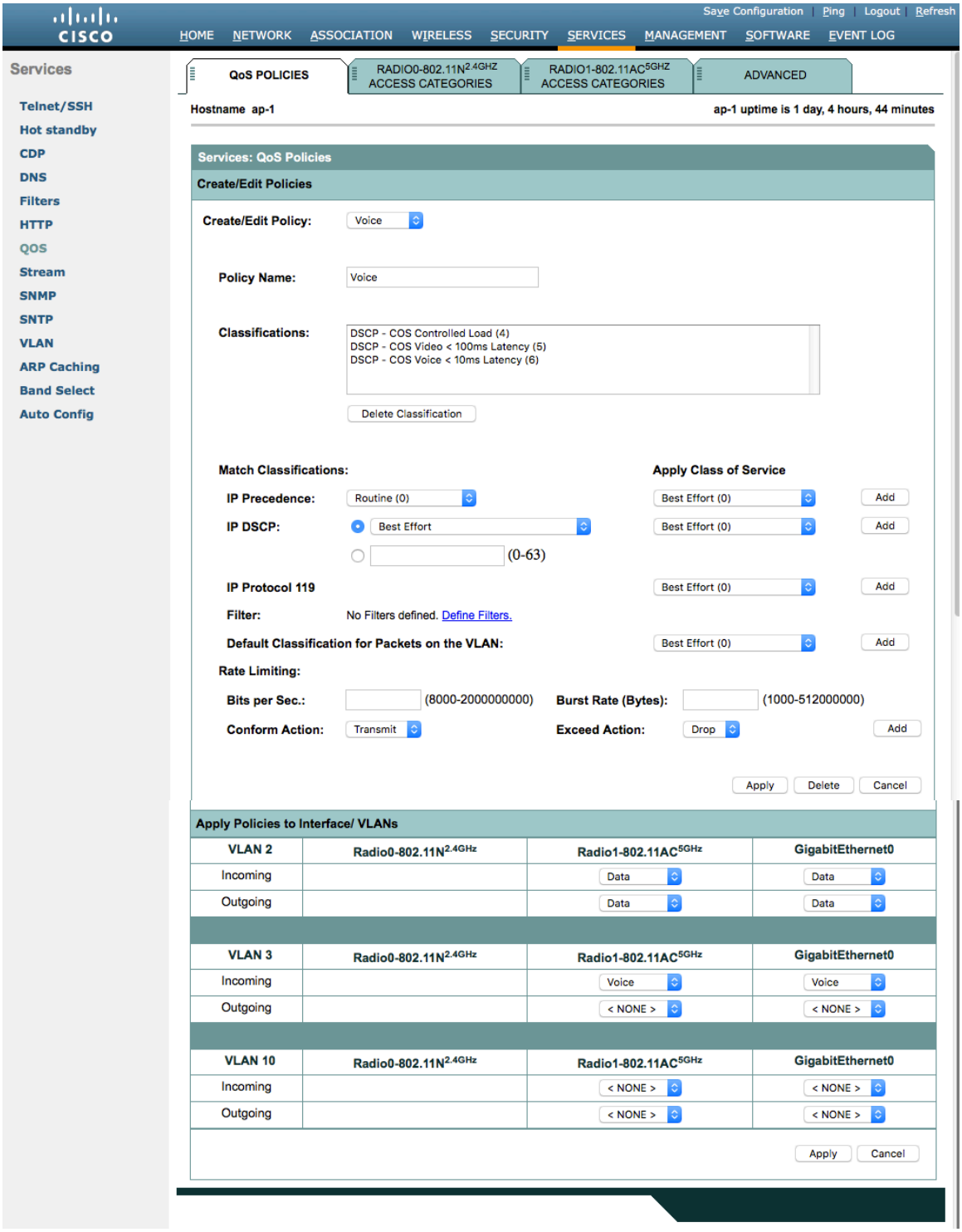
```
dot11 ssid voice
   vlan 3
   authentication open eap eap_methods
   authentication network-eap eap_methods
   authentication key-management wpa version 2
   admit-traffic
```



QoS Policies

Configure the following QoS policy on the Cisco Autonomous Access Point to enable DSCP to CoS (WMM UP) mapping.

This allows packets to be placed into the proper queue as long as those packets are marked correctly when received at the access point level.

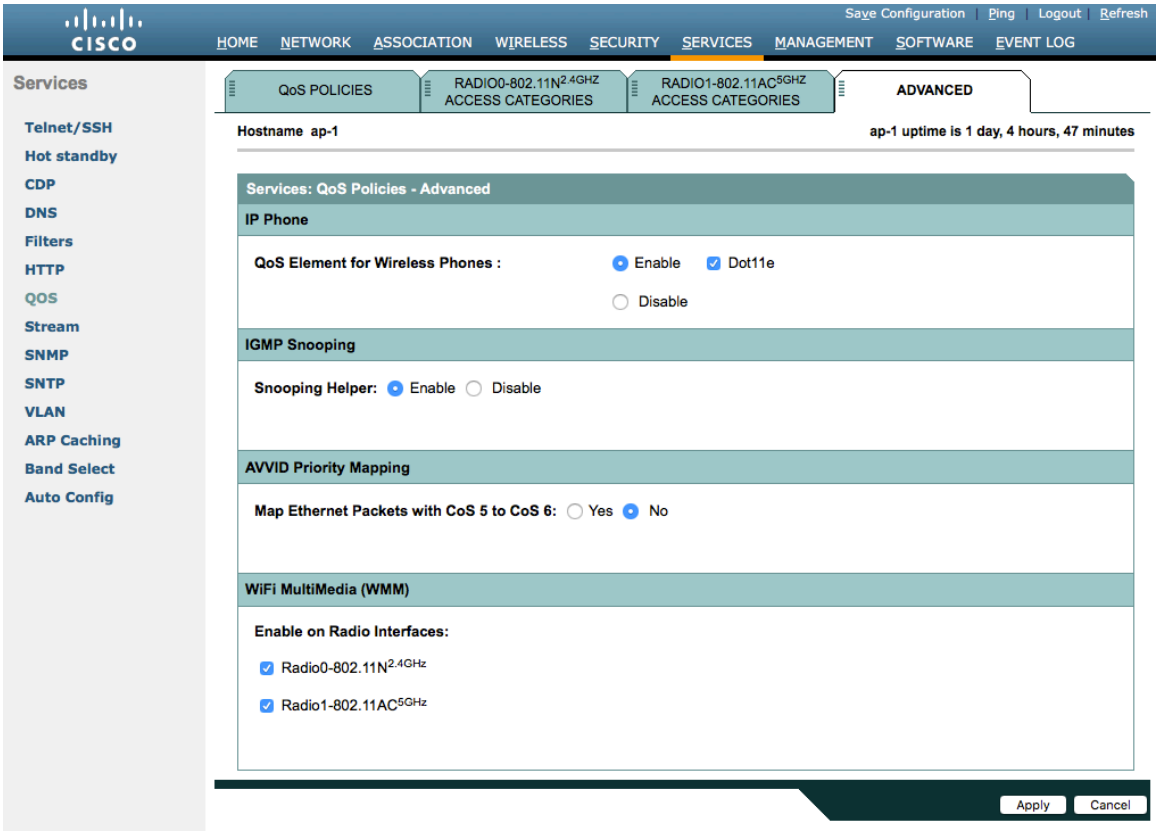


To enable QBSS, select **Enable** and check **Dot11e**.

If **Dot11e** is checked, then both CCA versions (802.11e and Cisco version 2) will be enabled.

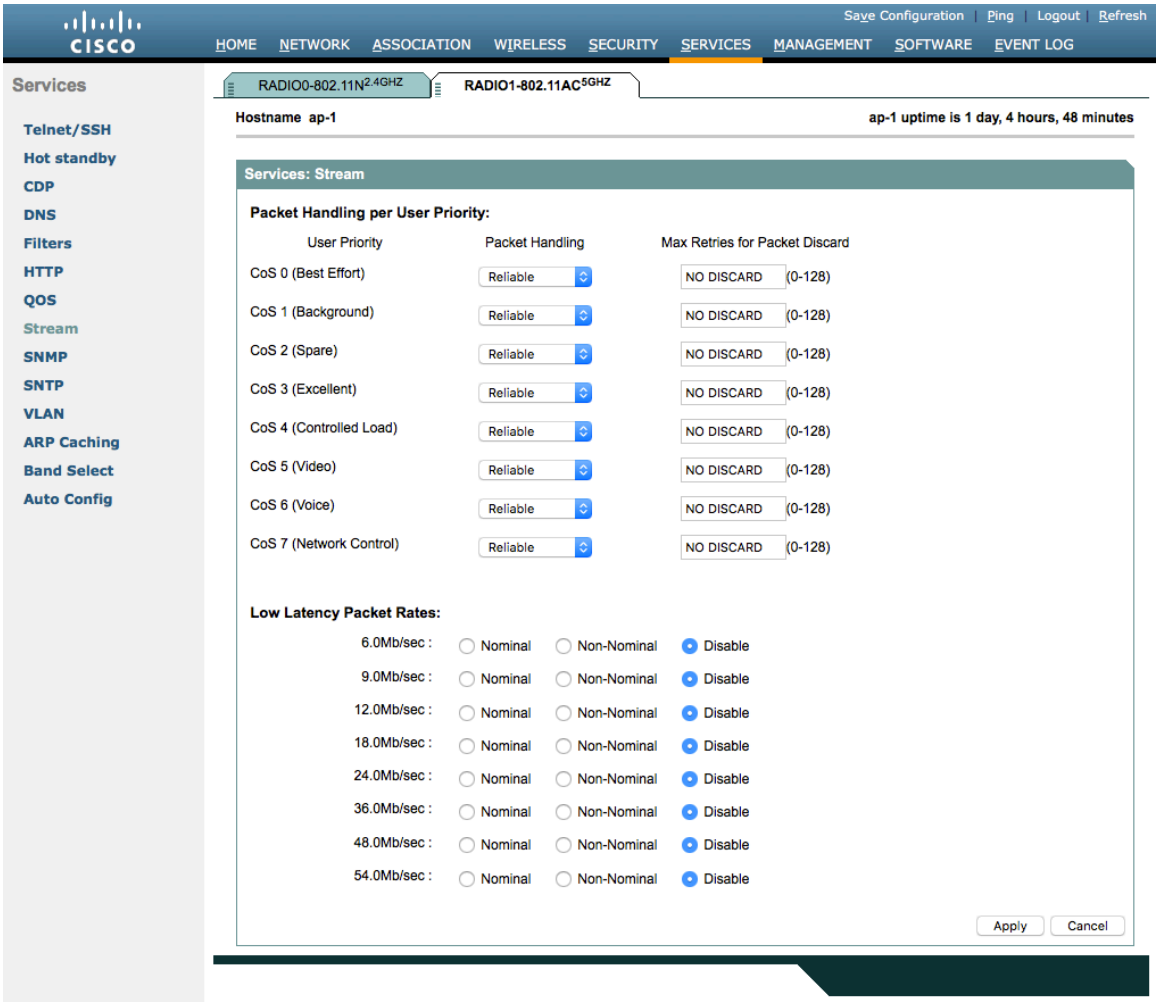
Ensure **IGMP Snooping** is enabled.

Ensure **Wi-Fi MultiMedia (WMM)** is enabled.



If enabling the **Stream** feature either directly or via selecting **Optimized Voice** for the radio access category in the QoS configuration section, then use the defaults, where 5.5, 6, 11, 12 and 24 Mbps are enabled as nominal rates for 802.11b/g, 6, 12, and 24 Mbps enabled for 802.11a and 6.5, 13, and 26 Mbps enabled for 802.11n.

If the **Stream** feature is enabled, ensure that only voice packets are being put into the voice queue. Signaling packets should be put into a separate queue. This can be ensured by setting up a QoS policy mapping the DSCP to the correct queue.

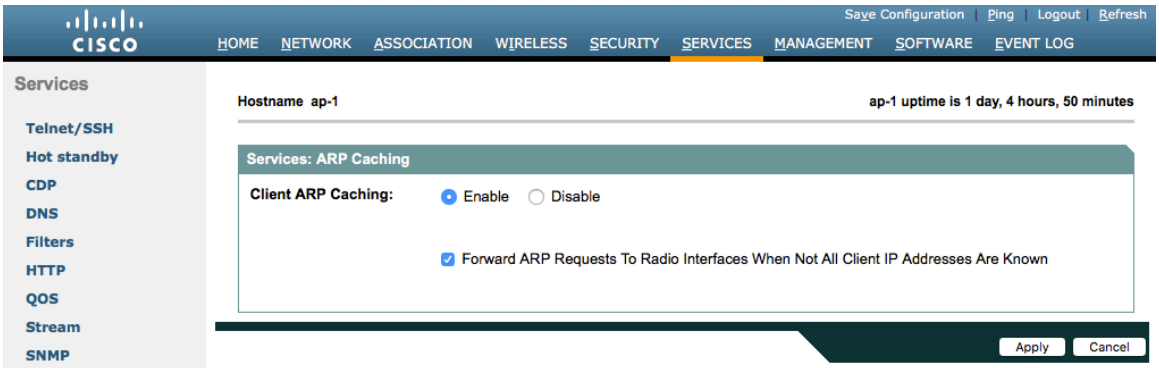


Power Management

Proxy ARP will help answer any ARP requests on behalf of the device.

To enable Proxy ARP, set **Client ARP Caching** to **Enable**.

Also ensure that **Forward ARP Requests to Radio Interfaces When Not All Client IP Addresses Are Known** is checked.



Sample Configuration

```
version 15.3
no service pad
service timestamps debug datetime msec
service timestamps log datetime msec
service password-encryption
!
hostname ap-1
!
logging rate-limit console 9
!
aaa new-model
!
aaa group server radius rad_eap
 server name 10.0.0.20
!
aaa group server radius rad_mac
!
aaa group server radius rad_acct
 server name 10.0.0.20
!
aaa group server radius rad_admin
!
aaa group server tacacs+ tac_admin
!
aaa group server radius rad_pmip
!
aaa group server radius dummy
!
aaa group server radius WDS
 server name 10.9.0.9
!
aaa group server radius Clients
 server name 10.0.0.20
!
aaa authentication login default local
aaa authentication login eap_methods group rad_eap
aaa authentication login mac_methods local
aaa authentication login method_WDS group WDS
aaa authentication login method_Clients group Clients
aaa authorization exec default local
aaa accounting network acct_methods start-stop group rad_acct
!
aaa session-id common
clock timezone -0500 -5 0
clock summer-time -0400 recurring
no ip source-route
no ip cef
ip domain name cisco.com
ip name-server 10.0.0.30
ip name-server 10.0.0.31
!
dot11 pause-time 100
dot11 syslog
!
dot11 ssid data
   vlan 2
   authentication open eap eap_methods
```

```
  authentication network-eap eap_methods
  authentication key-management wpa version 2
!
dot11 ssid voice
  vlan 3
  authentication open eap eap_methods
  authentication network-eap eap_methods
  authentication key-management wpa version 2
!
dot11 arp-cache optional
dot11 phone dot11e
!
no ipv6 cef
!
crypto pki trustpoint TP-self-signed-672874324
 enrollment selfsigned
 subject-name cn=IOS-Self-Signed-Certificate-672874324
 revocation-check none
 rsakeypair TP-self-signed-672874324
!
crypto pki certificate chain TP-self-signed-672874324
 certificate self-signed 01
  30820229 30820192 A0030201 02020101 300D0609 2A864886 F70D0101 05050030
  30312E30 2C060355 04031325 494F532D 53656C66 2D536967 6E65642D 43657274
  69666963 6174652D 36373238 37343332 34301E17 0D313630 38303332 33303533
  385A170D 32303031 30313030 30303030 5A303031 2E302C06 03550403 1325494F
  532D5365 6C662D53 69676E65 642D4365 72746966 69636174 652D3637 32383734
  33323430 819F300D 06092A86 4886F70D 01010105 0003818D 00308189 02818100
  CB155DD1 3421B13F CD121F42 7A62D9F5 38EBC966 4420F38A 38DFAFF2 D43CD3B9
  5F5A1B75 7910F9F5 6E9EDEF4 730942C7 17DC4CBC E5AE3E49 0AF79419 0BEF34BC
  5DCEB4E2 FF2978CB C34D5AEE ED1DFB58 C7BF6592 61C1AD25 3EF87205 15EA58C2
  0A5E2B15 7F08FAEA 5DA2BFA7 95E56C60 22C229C7 024A91D7 A4FEB50B 5425357F
  02030100 01A35330 51300F06 03551D13 0101FF04 05300301 01FF301F 0603551D
  23041830 168014FC 2FE6CF0E E0380A40 11381459 5D596E3E A684DA30 1D060355
  1D0E0416 0414FC2F E6CF0EE0 380A4011 3814595D 596E3EA6 84DA300D 06092A86
  4886F70D 01010505 00038181 0053F55B 5EBB1FE2 C849BC45 47D0E710 0200404E
  A8B174BC A46EB56A 857166C3 B9FD71DF 7264F5AF DC804A67 16BD35A2 4F39AFD7
  0BD24F71 BAF916AC E984343C A54B7395 E5D15237 8897D436 A150BFB2 DC23E8D3
  AFF0A51C B6253153 C4E2C022 66F1E361 B2EE49E2 763FCBC7 6381E7F7 61B6E14D
  60CDF947 2C044617 37211E5F CE
        quit
username <REMOVED> privilege 15 password 7 <REMOVED>
!
class-map match-all _class_Voice0
 match ip dscp cs3
class-map match-all _class_Voice1
 match ip dscp af41
class-map match-all _class_Voice2
 match ip dscp cs4
class-map match-all _class_Voice3
 match ip dscp ef
!
policy-map Voice
 class _class_Voice0
  set cos 4
 class _class_Voice1
  set cos 5
```

```
class _class_Voice2
  set cos 5
class _class_Voice3
  set cos 6
policy-map Data
 class class-default
  set cos 0
!
bridge irb
!
interface Dot11Radio0
 no ip address
 shutdown
 antenna gain 0
 traffic-metrics aggregate-report
 stbc
 mbssid
 speed  basic-12.0 18.0 24.0 36.0 48.0 54.0 m1. m2. m3. m4. m5. m6. m7. m8. m9. m10. m11. m12. m13. m14. m15.
m16. m17. m18. m19. m20. m21. m22. m23.
 power client local
 channel 2412
 station-role root
 bridge-group 1
 bridge-group 1 subscriber-loop-control
 bridge-group 1 spanning-disabled
 bridge-group 1 block-unknown-source
 no bridge-group 1 source-learning
 no bridge-group 1 unicast-flooding
!
interface Dot11Radio1
 no ip address
 !
 encryption vlan 2 mode ciphers aes-ccm
 !
 encryption vlan 3 mode ciphers aes-ccm
 !
 ssid data
 !
 ssid voice
 !
 antenna gain 0
 peakdetect
 dfs band 3 block
 stbc
 mbssid
 speed  basic-12.0 18.0 24.0 36.0 48.0 54.0 m0. m1. m2. m3. m4. m5. m6. m7. m8. m9. m10. m11. m12. m13. m14.
m15. m16. m17. m18. m19. m20. m21. m22. m23. a1ss9 a2ss8 a3ss9
 power client local
 channel width 40-below
 channel 5180
 station-role root
 dot11 qos class voice local
   admission-control
   admit-traffic narrowband max-channel 75 roam-channel 6
 !
 dot11 qos class voice cell
   admission-control
```

```
 !
 world-mode dot11d country-code US both
!
interface Dot11Radio1.2
 encapsulation dot1Q 2
 bridge-group 2
 bridge-group 2 subscriber-loop-control
 bridge-group 2 spanning-disabled
 bridge-group 2 block-unknown-source
 no bridge-group 2 source-learning
 no bridge-group 2 unicast-flooding
 service-policy input Data
 service-policy output Data
!
interface Dot11Radio1.3
 encapsulation dot1Q 3
 bridge-group 3
 bridge-group 3 subscriber-loop-control
 bridge-group 3 spanning-disabled
 bridge-group 3 block-unknown-source
 no bridge-group 3 source-learning
 no bridge-group 3 unicast-flooding
 service-policy input Voice
!
interface Dot11Radio1.10
 encapsulation dot1Q 10 native
 bridge-group 1
 bridge-group 1 subscriber-loop-control
 bridge-group 1 spanning-disabled
 bridge-group 1 block-unknown-source
 no bridge-group 1 source-learning
 no bridge-group 1 unicast-flooding
!
interface GigabitEthernet0
 no ip address
 duplex auto
 speed auto
!
interface GigabitEthernet0.2
 encapsulation dot1Q 2
 bridge-group 2
 bridge-group 2 spanning-disabled
 no bridge-group 2 source-learning
 service-policy input Data
 service-policy output Data
!
interface GigabitEthernet0.3
 encapsulation dot1Q 3
 bridge-group 3
 bridge-group 3 spanning-disabled
 no bridge-group 3 source-learning
 service-policy input Voice
!
interface GigabitEthernet0.10
 encapsulation dot1Q 10 native
 bridge-group 1
 bridge-group 1 spanning-disabled
```

```
 no bridge-group 1 source-learning
!
interface BVI1
 mac-address 18e7.281b.3f54
 ip address 10.9.0.9 255.255.255.0
 ipv6 address dhcp
 ipv6 address autoconfig
 ipv6 enable
!
ip default-gateway 10.9.0.2
ip forward-protocol nd
no ip http server
ip http authentication aaa
ip http secure-server
ip http help-path http://www.cisco.com/warp/public/779/smbiz/prodconfig/help/eag
ip radius source-interface BVI1
!
radius-server local
  nas 10.9.0.9 key 7 <REMOVED>
  user wds nthash 7 <REMOVED>
!
radius-server attribute 32 include-in-access-req format %h
!
radius server 10.0.0.20
 address ipv4 10.0.0.20 auth-port 1812 acct-port 1813
 key 7 <REMOVED>
!
radius server 10.9.0.9
 address ipv4 10.9.0.9 auth-port 1812 acct-port 1813
 key 7 <REMOVED>
!
access-list 111 permit tcp any any neq telnet
bridge 1 route ip
!
wlccp ap username wds password 7 <REMOVED>
wlccp ap wds ip address 10.9.0.9
wlccp authentication-server infrastructure method_WDS
wlccp authentication-server client eap method_Clients
wlccp authentication-server client leap method_Clients
wlccp wds priority 255 interface BVI1
!
line con 0
 access-class 111 in
line vty 0 4
 access-class 111 in
 transport input all
!
sntp server 10.0.0.2
sntp broadcast client
end
```

Cisco Meraki Access Points

When configuring Cisco Meraki access points, use the following guidelines:

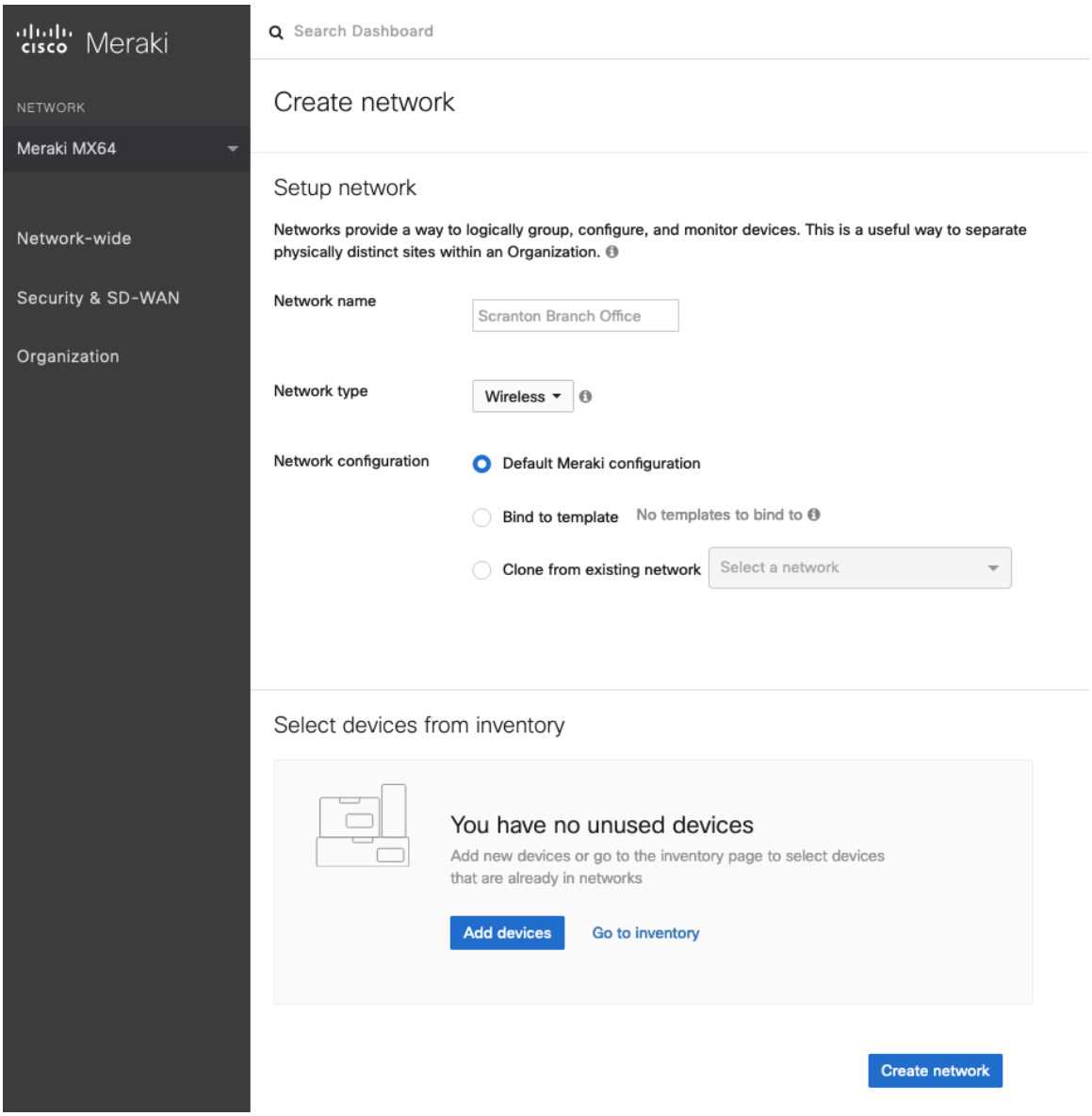
- Set **Splash page** to **None**
- Enable **Bridge mode**
- Enable **VLAN tagging**
- Set **Band selection** to **5 GHz band only**
- Configure the **Data Rates** as necessary
- Configure **Quality of Service (QoS)**

Creating the Wireless Network

A wireless network must be created prior to adding any Cisco Meraki access points to provide WLAN service.

Select **Create a new network** from the drop-down menu.

Select **Wireless** for Network type then click **Create**.

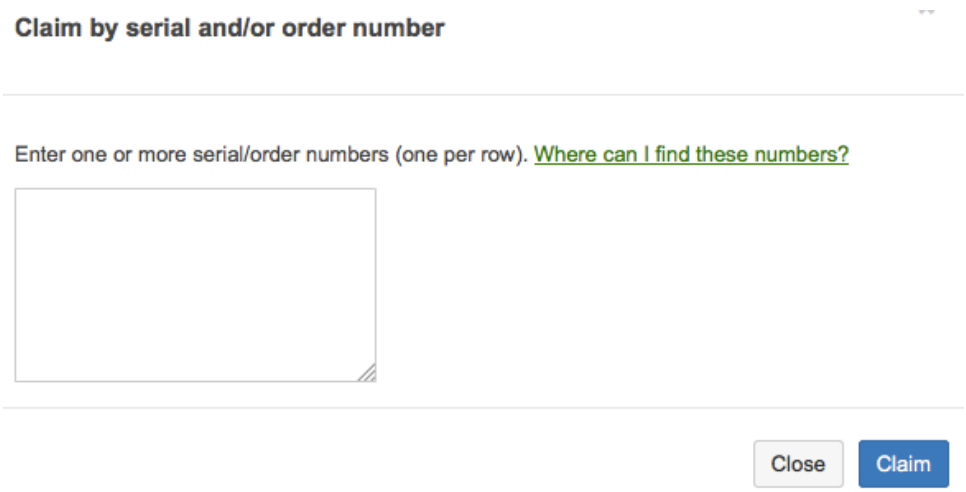


Cisco Meraki access points can be claimed either by specifying the serial number or order number.

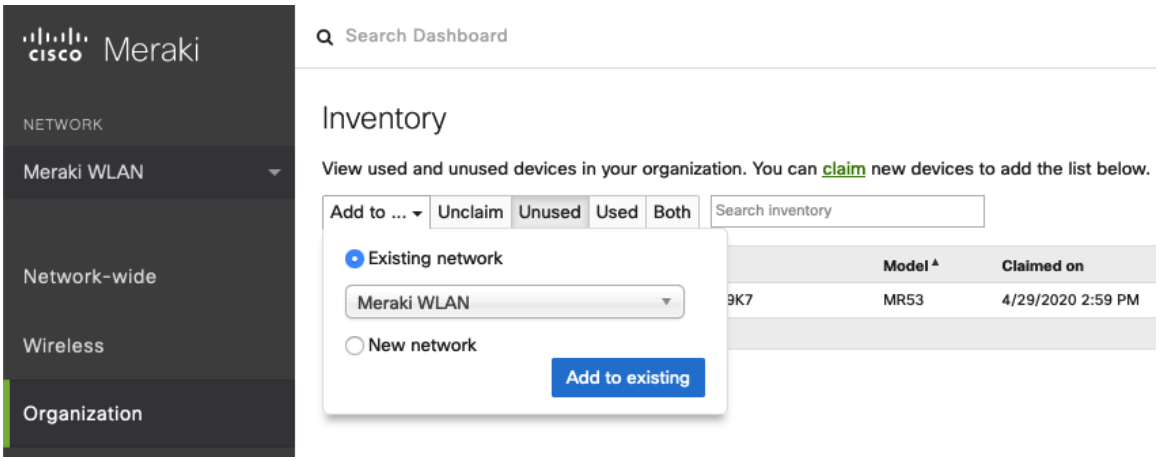
Once claimed, those Cisco Meraki access points will then be listed in the available inventory.

Cisco Meraki access points can be claimed either by selecting **Add Devices** on the **Create network** or **Organization > Configure > Inventory** pages.

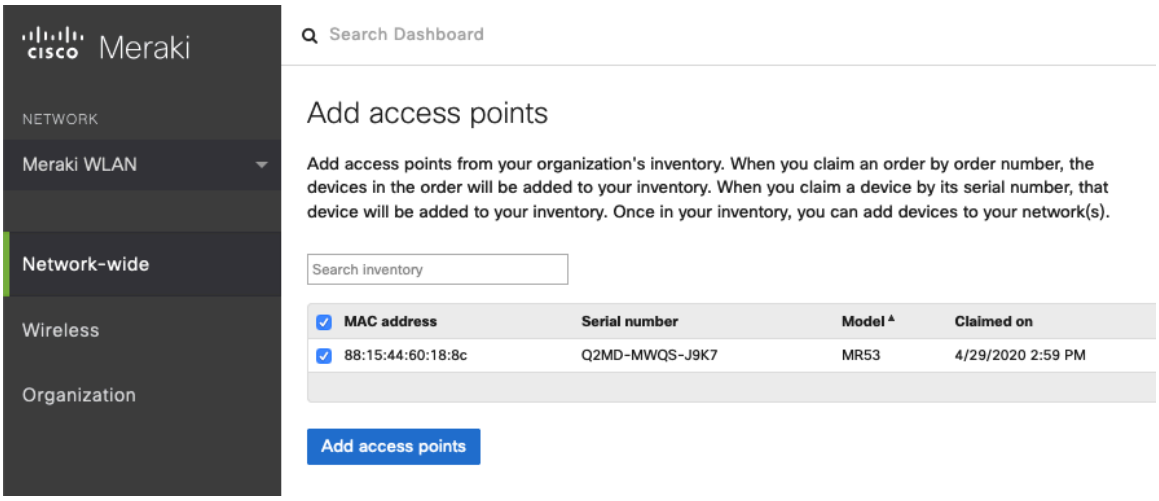
Access points can also be claimed by selecting **Add APs** on the **Wireless > Monitor > Access points** page, then selecting **Claim**.



Once claimed, Cisco Meraki access points can be added to the desired wireless network via the **Organization > Configure > Inventory** page.



Claimed access points can also be added to a wireless network by selecting **Add APs** on the **Wireless > Monitor > Access points** page.



SSID Configuration

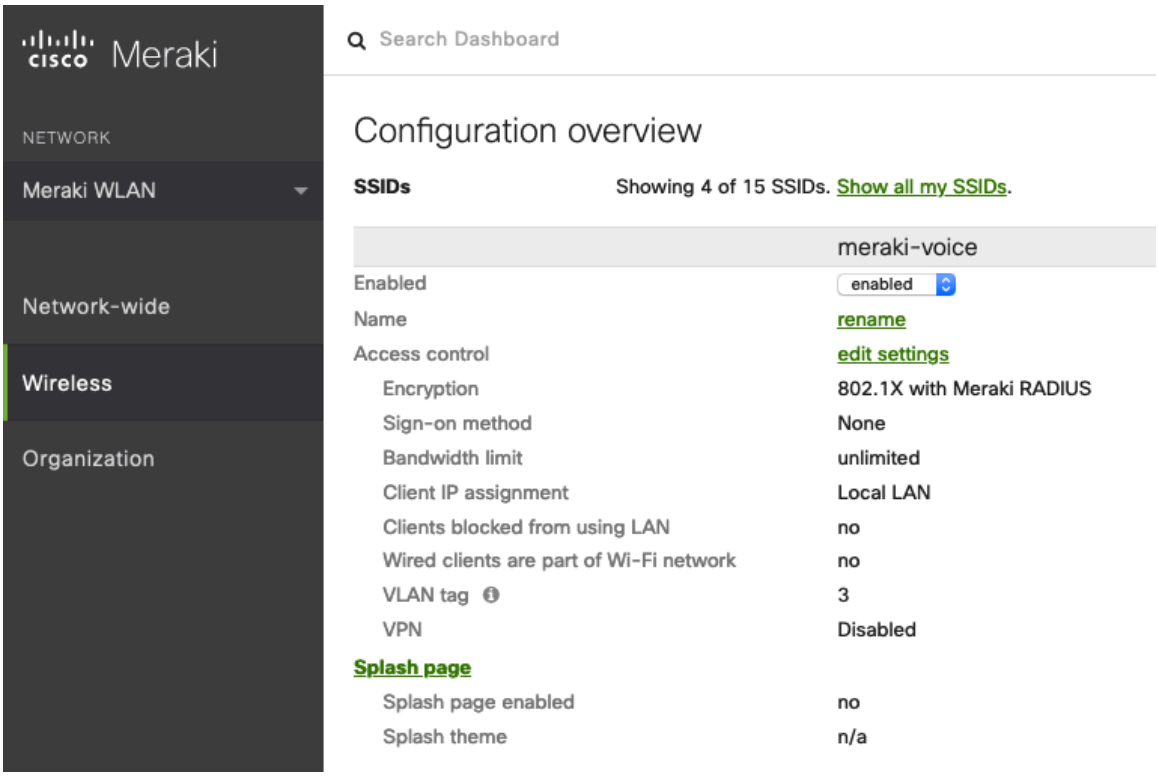
To create a SSID, select the desired network from the drop-down menu then select **Wireless > Configure > SSIDs**.

It is recommended to have a separate SSID for the Webex Desk Series; data clients and other type of clients should utilize a different SSID and VLAN.

However, if there is an existing SSID configured to support voice capable Cisco Wireless LAN endpoints already, then that WLAN can be utilized.

To set the SSID name, select **Rename**.

To enable the SSID, select **Enabled** from the drop-down menu.



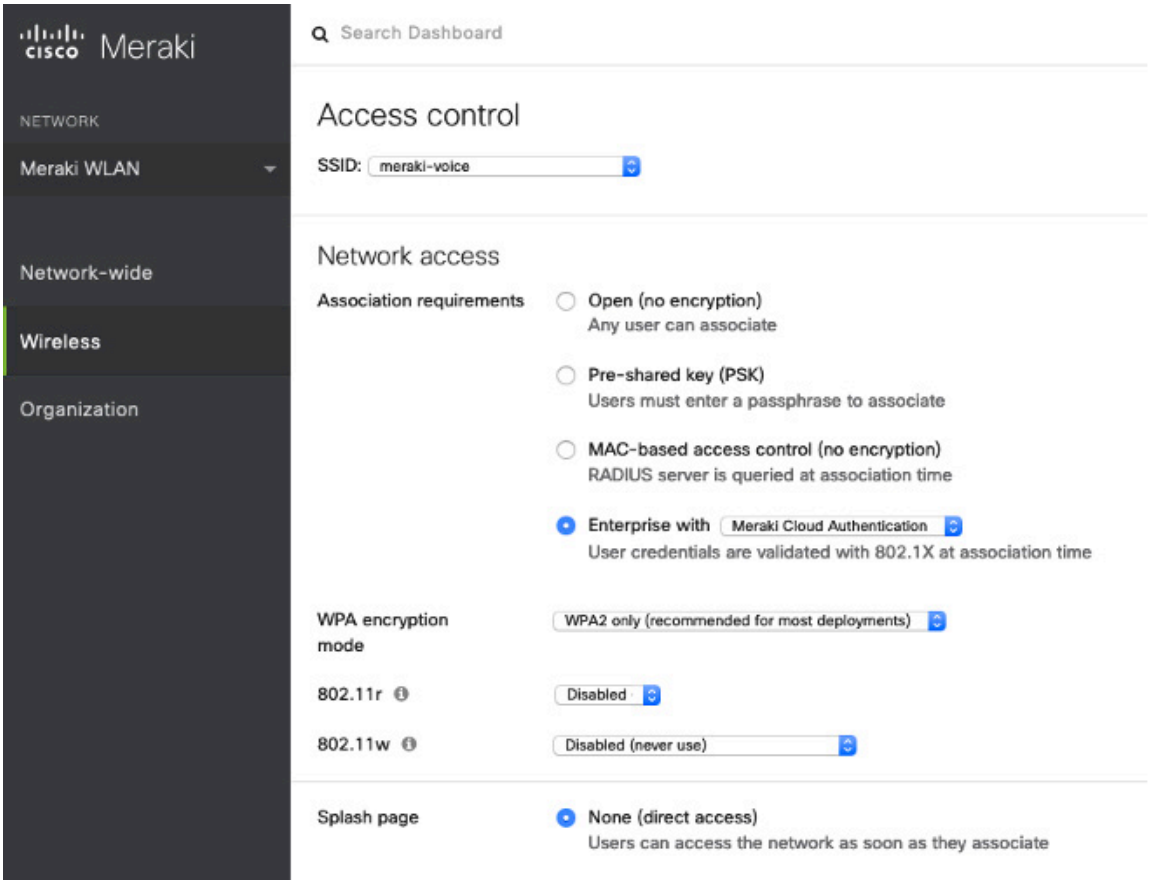
On the **Wireless > Configure > Access control** page, select **WPA2-Enterprise** to enable 802.1x authentication.

The Cisco Meraki authentication server or an external RADIUS server can be utilized when selecting **WPA2-Enterprise**.

The Cisco Meraki authentication server supports PEAP authentication and requires a valid email address.

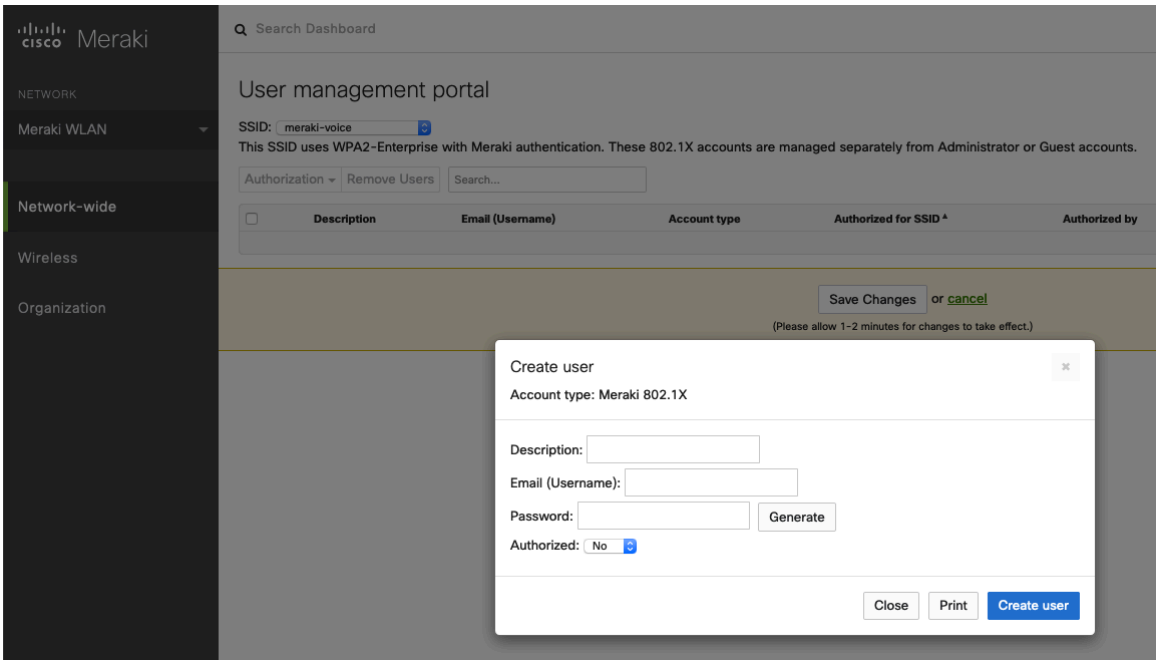
Other authentication types (e.g. Pre-Shared Key) are available as well.

Ensure Splash page is set to **None** to enable direct access.



If **WPA2-Enterprise** is enabled where the Cisco Meraki authentication server will be utilized as the RADIUS server, then a user account must be created on the **Network-wide > Configure > Users** page, which the Webex Desk Series will be configured to use for 802.1x authentication.

Note: Cisco Meraki access points do not support EAP-FAST.



On the **Wireless > Configure > Access control** page, recommend to enable **Bridge mode**, where the Webex Desk Series will obtain DHCP from the local LAN instead of the Cisco Meraki network; unless call control, other endpoints, etc. are cloud-based.

Once **Bridge mode** is enabled, the VLAN tagging option will be available.

It is recommended to enable **VLAN tagging** for the SSID.

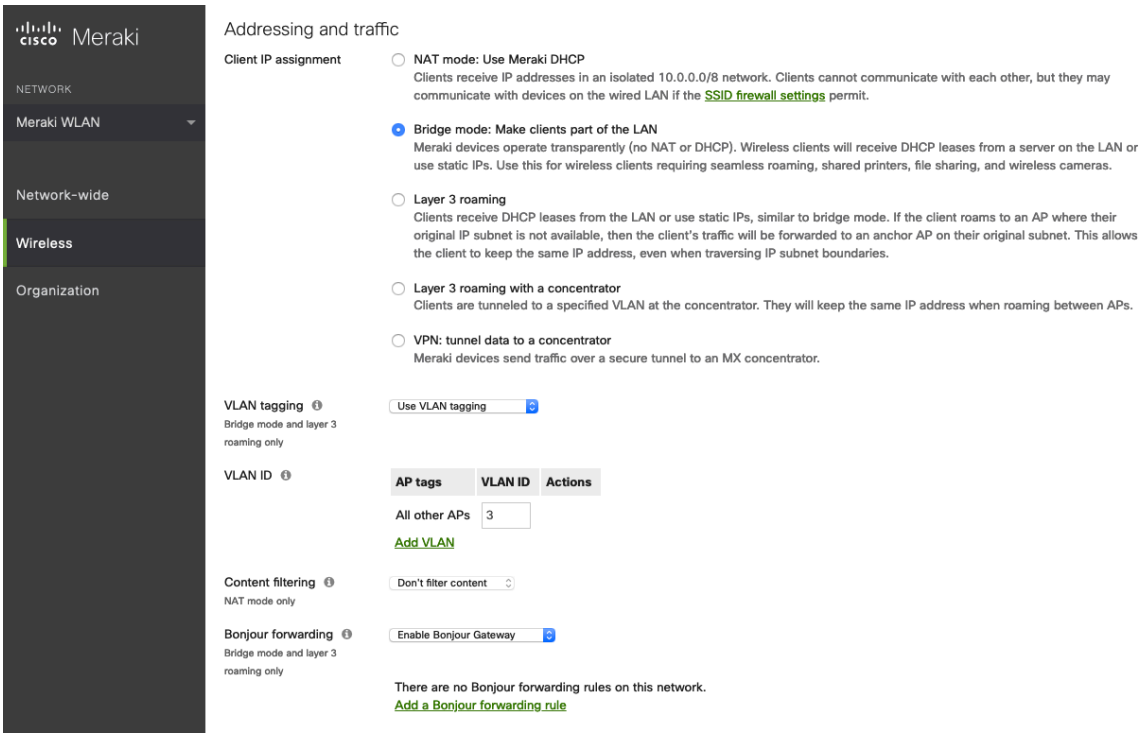
If VLAN tagging is utilized, ensure that the Cisco Meraki access point is connected to a switch port configured for trunk mode allowing that VLAN.

If utilizing Cisco Meraki MS Switches, reference the Cisco Meraki MS Switch VoIP Deployment Guide.

https://meraki.cisco.com/lib/pdf/meraki_whitepaper_msvoip.pdf

If utilizing Cisco IOS Switches, use the following switch port configuration for ports that have Cisco Meraki access points connected to enable 802.1q trunking.

```
Interface GigabitEthernet X
  switchport trunk encapsulation dot1q
  switchport mode trunk
  mls qos trust dscp
```



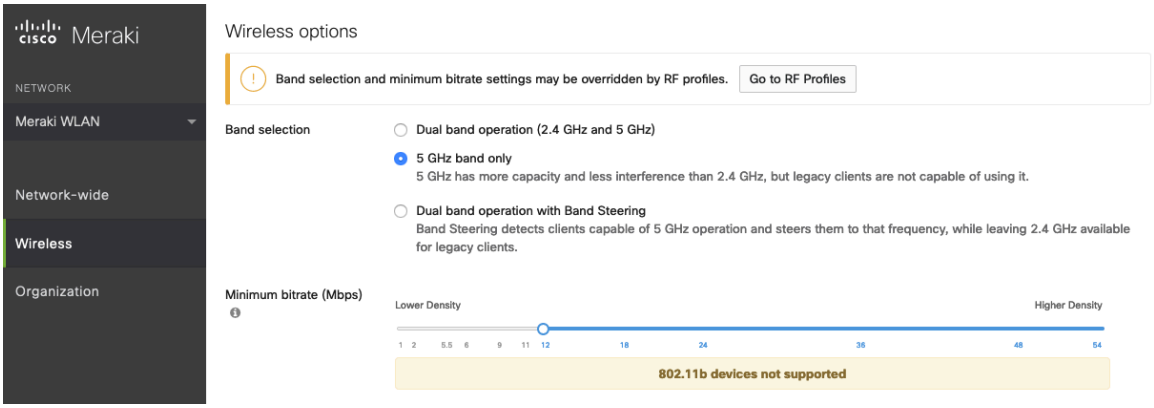
On the **Wireless > Configure > Access control** page, the frequency band for the SSID to be used by the Webex Desk Series can be configured as necessary.

It is recommended to select **5 GHz band only** to have the Webex Desk Series operate on the 5 GHz band due to having many channels available and not as many interferers as the 2.4 GHz band has.

If the 2.4 GHz band needs to be used due to increased distance, then **Dual band operation (2.4 GHz and 5 GHz)** should be selected. Do not utilize the **Dual band operation with Band Steering** option.

Is recommended to disable data rates below 12 Mbps unless a legacy 2.4 GHz client needs to be able to connect to the Wireless LAN.

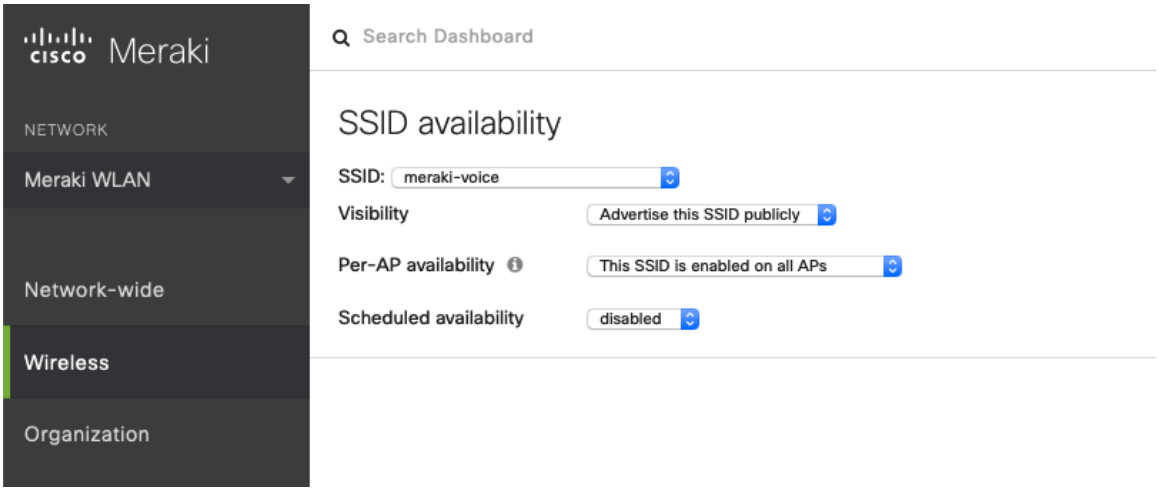
Cisco Meraki access points currently utilize a DTIM period of **1** with a beacon period of **100 ms**; which both are non-configurable.



On the **Wireless > Configure > SSID availability** page, the SSID can be broadcasted by setting **Visibility** to **Advertise this SSID publicly**.

Is recommended to set **Per-AP Availability** to **This SSID is enabled on all APs**.

A schedule for SSID availability can be configured as necessary, however it is recommended to set **Scheduled Availability** to **Disabled**.

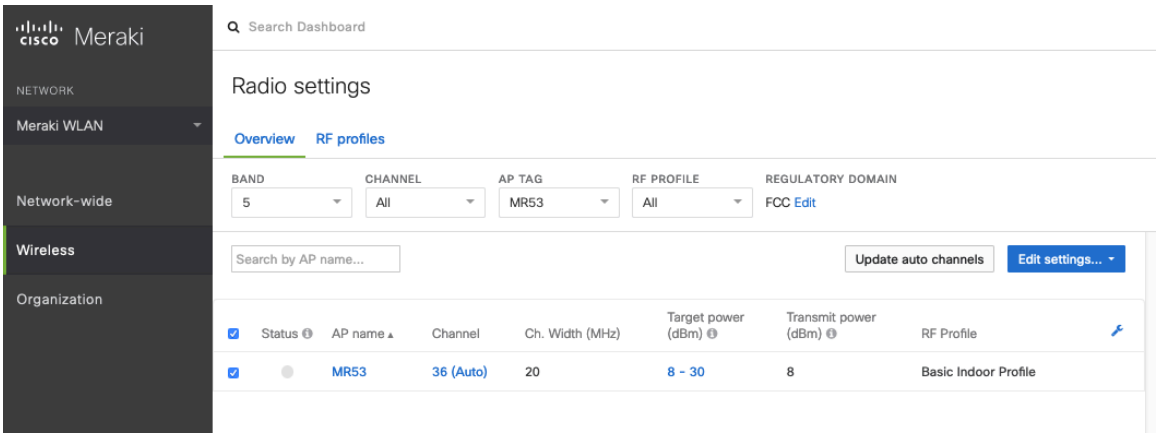


Radio Settings

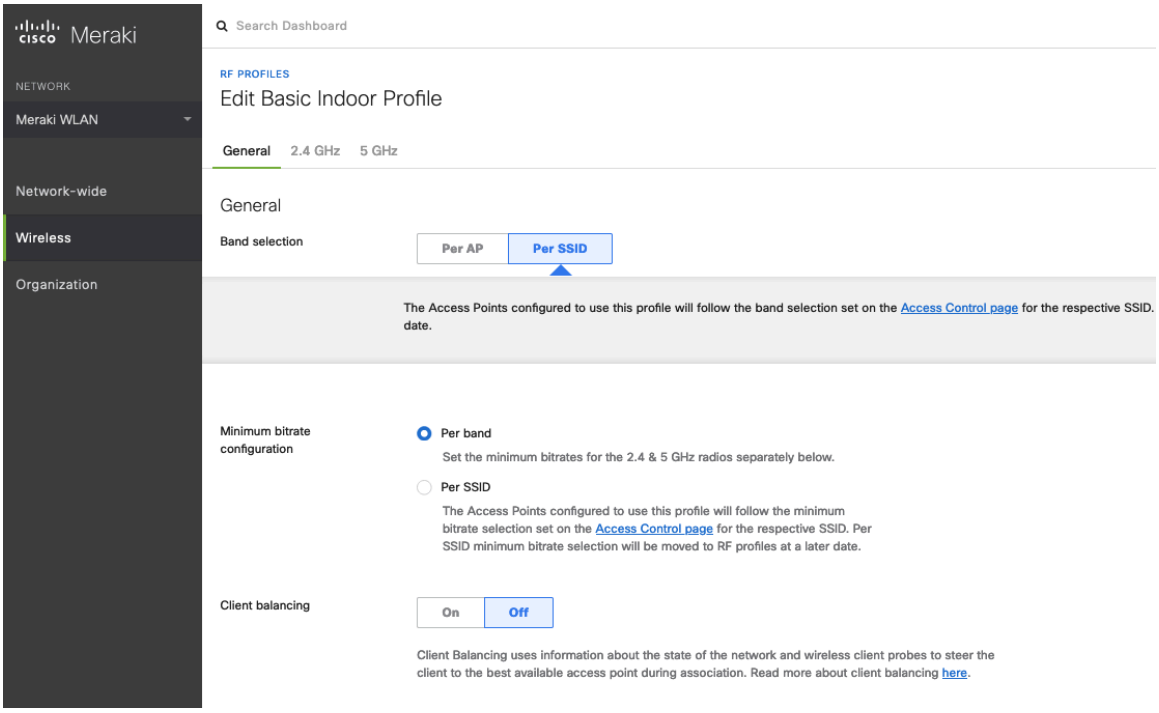
On the **Wireless > Configure > Radio settings** page, access points can be configured in bulk or by individual access point to define the automatic or manual channel and transmit power settings.

When using Cisco Meraki access points it is recommended to select **Auto** for the channel and transmit power to utilize what is defined in the RF Profile.

However, individual access points can be configured with static channel and transmit power for either 5 or 2.4 GHz radios, which may be necessary if there is an intermittent interferer present in an area. While other access points can be enabled for **Auto** and work around the access points that are have static channel assignments.



It is recommended to either modify the standard **Basic Indoor Profile** or create a new RF Profile with **Band selection** set to **Per SSID** and **Client balancing** set to **Off**.



In the RF Profile, the **Channel width** for 5 GHz radios can be set to use 20 MHz, 40 MHz, or 80 MHz channels.

2.4 GHz radios utilize 20 MHz channel width and can not be configured for any other channel width.

It is recommended to utilize the same channel width for all access points.

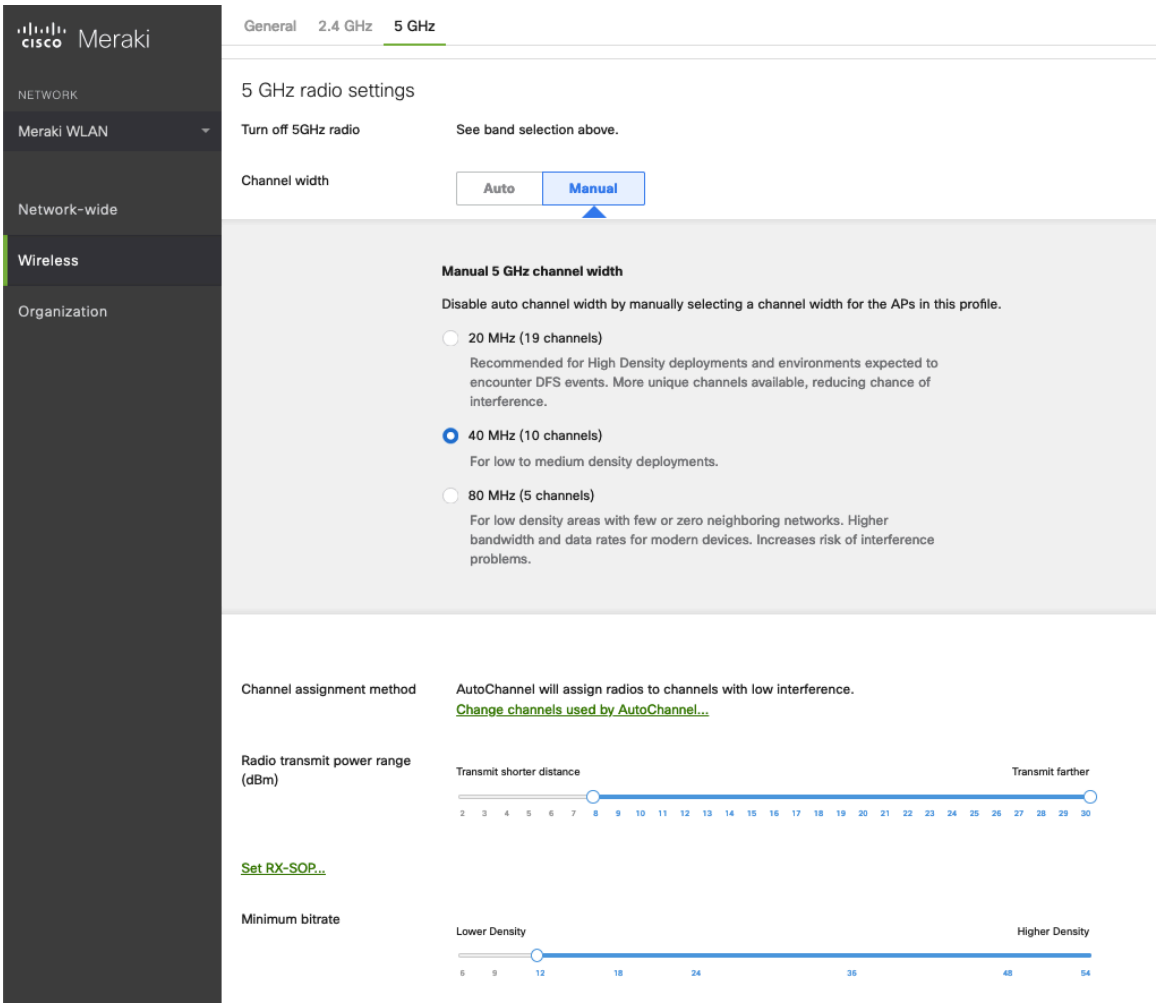
5 GHz channels to be used by **AutoChannel** can also be configured in the RF Profile.

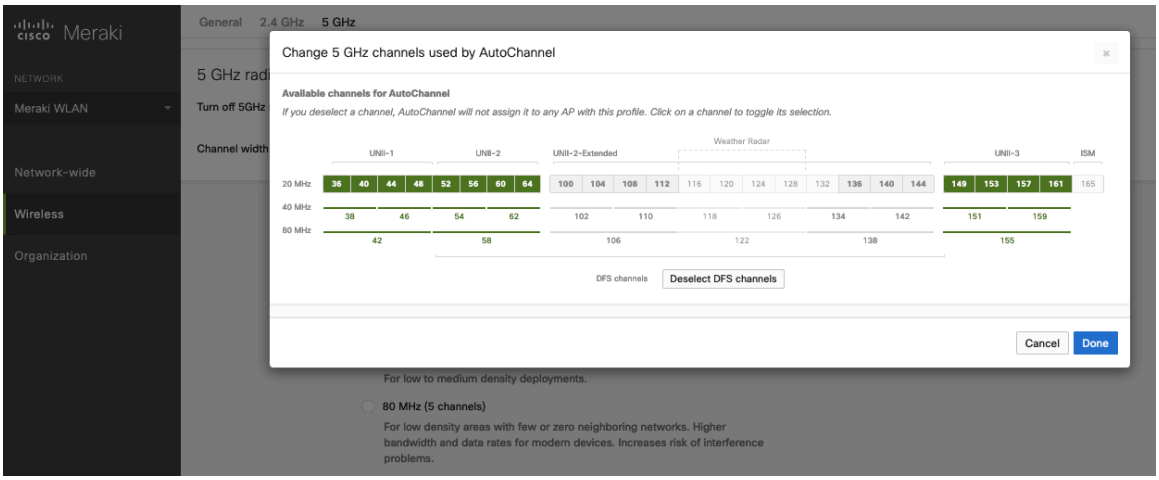
2.4 GHz channels used by **AutoChannel** are limited to channels 1, 6, and 11 only.

The **Radio transmit power range** is also be configured in the RF Profile.

If the **Minimum bitrate configuration** is set to Per band, then it will override what is defined in the SSID configuration.

It is recommended to disable data rates below 12 Mbps unless a legacy 2.4 GHz client needs to be able to connect to the Wireless LAN.





Firewall and Traffic Shaping

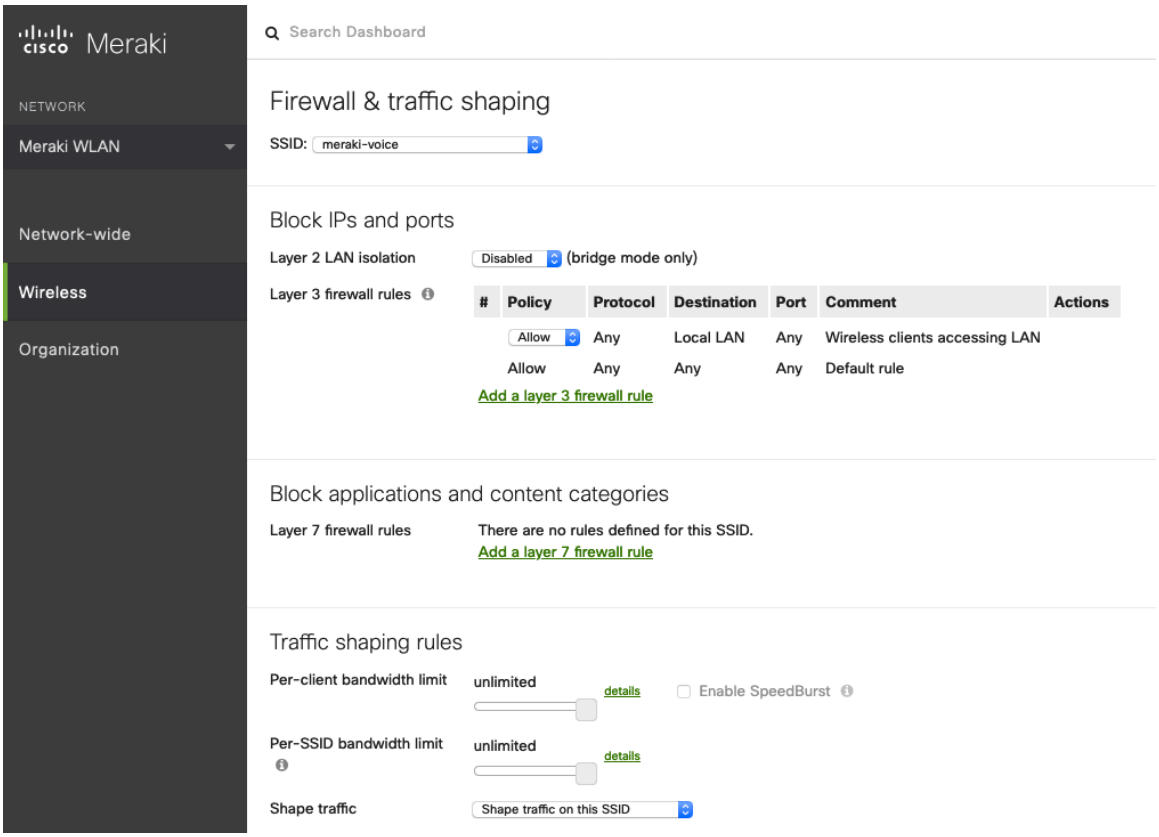
On the **Wireless > Configure > Firewall & traffic shaping** page, firewall and traffic shaping rules can be defined.

Ensure a **Layer 3 firewall rule** is configured to allow local LAN access for wireless clients.

To allow traffic shaping rules to be defined select **Shape traffic on this SSID** in the drop-down menu for **Shape traffic**.

Once **Shape traffic on this SSID** has been applied, then select **Create a new rule** to define **Traffic shaping rules**.

By default, Cisco Meraki access points currently tag voice frames marked with DSCP EF (46) as WMM UP 5 instead of WMM UP 6 and call control frames marked with DSCP CS3 (24) as WMM UP 3 instead of WMM UP 4.

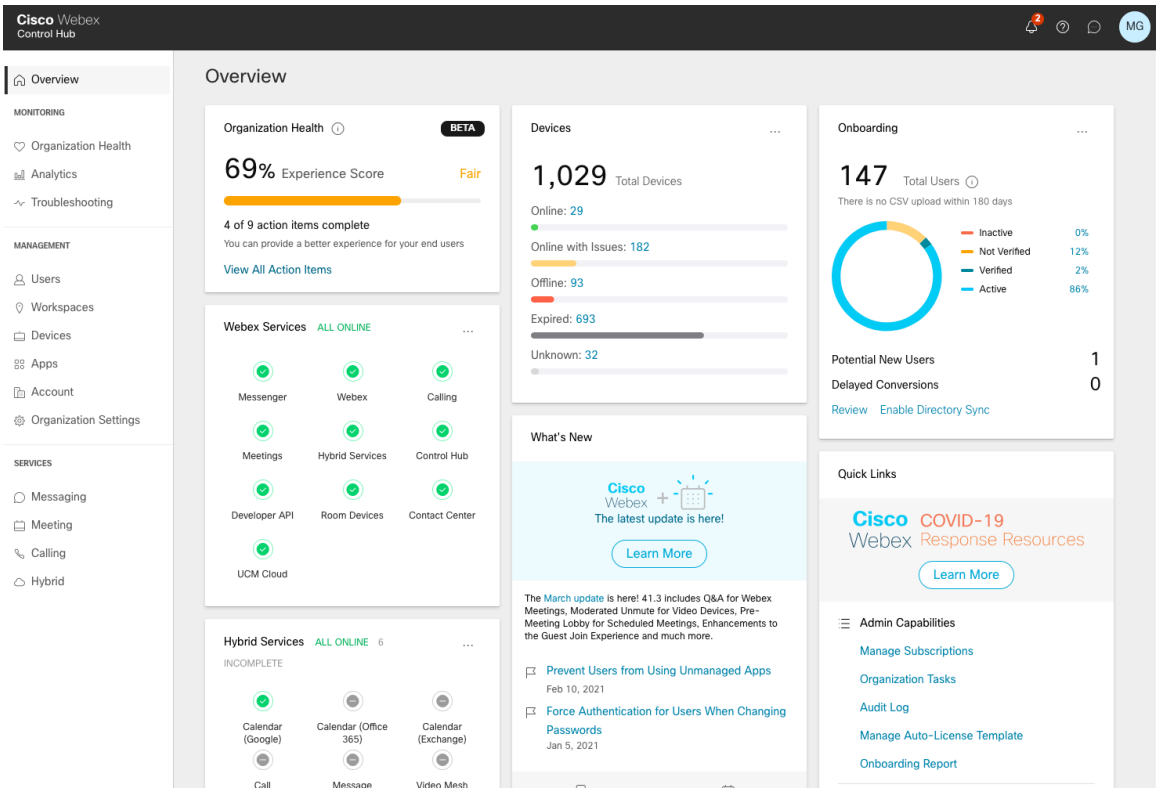


Note: Cisco Meraki access points do not support Call Admission Control / Traffic Specification (TSPEC).

Configuring Cisco Call Control

Webex

Webex enables cloud registration, therefore a VPN connection is not required as long as the Webex Desk Series has direct internet connectivity.

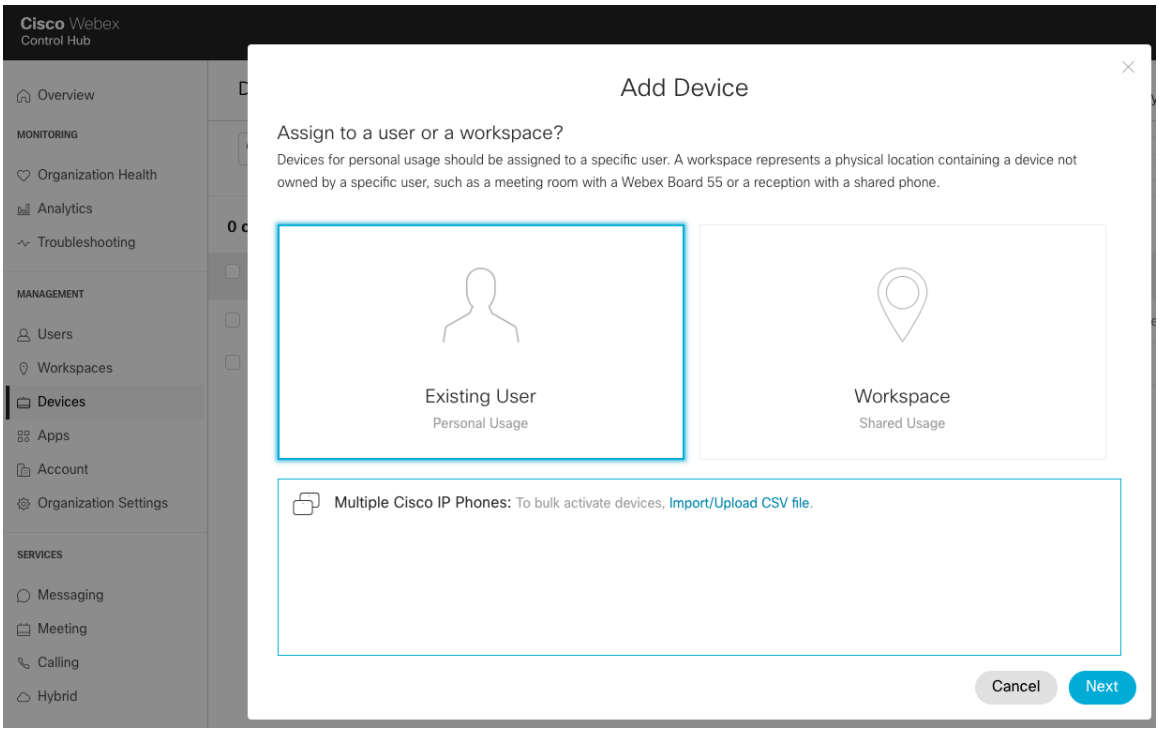


A Webex Desk Series can be added to Webex and assigned to a user for personal usage or as a workspace for shared usage.

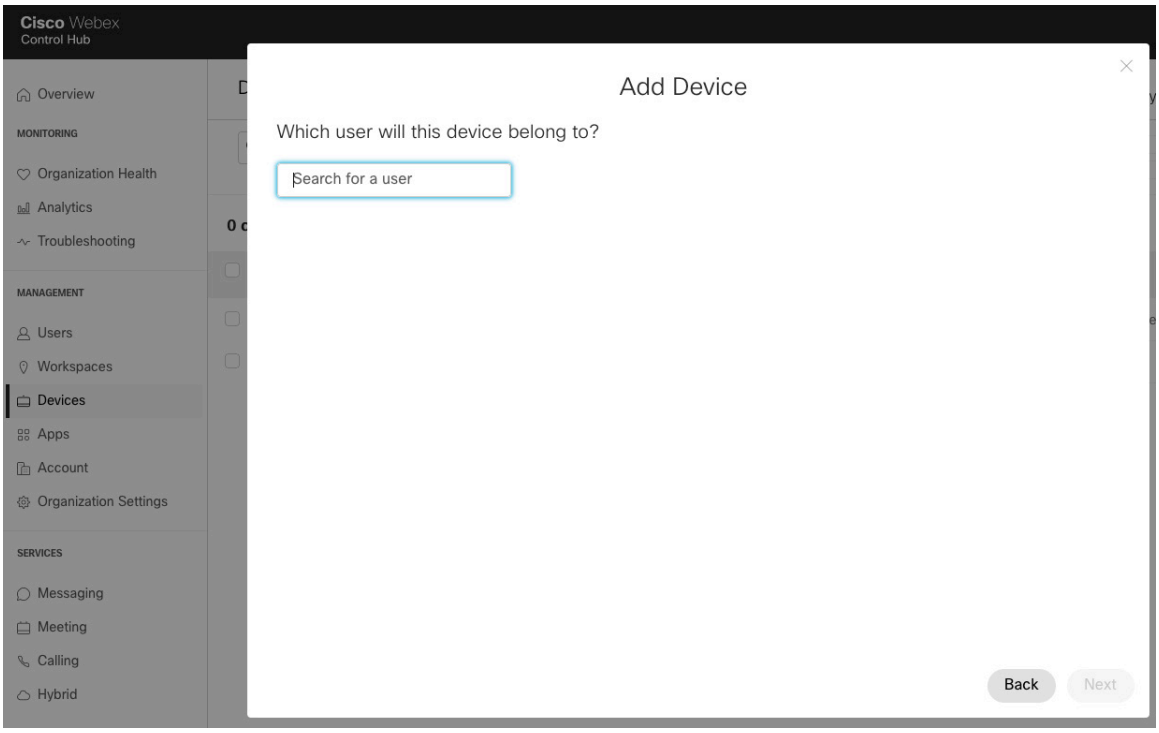
Personal Usage

A Webex Desk Series can be configured for a user for personal usage via **Devices**.

To add a device for a user, navigate to **Devices**, then select **Add Device**.
On the next screen, select **Existing User**, then click **Next**.



Search for the user to assign the Webex Desk Series to, then click **Next**.



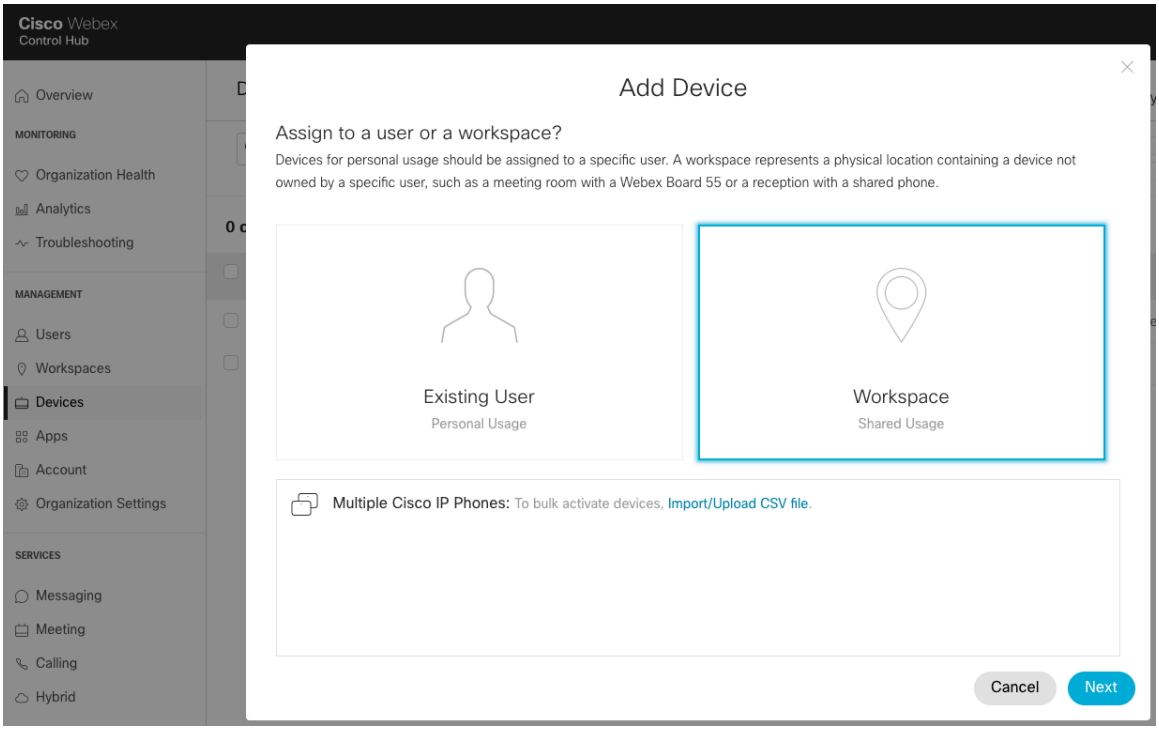
The **Activation Code** to enter into the Webex Desk Series will then be displayed.

Select the user via **Users** to configure or modify services.

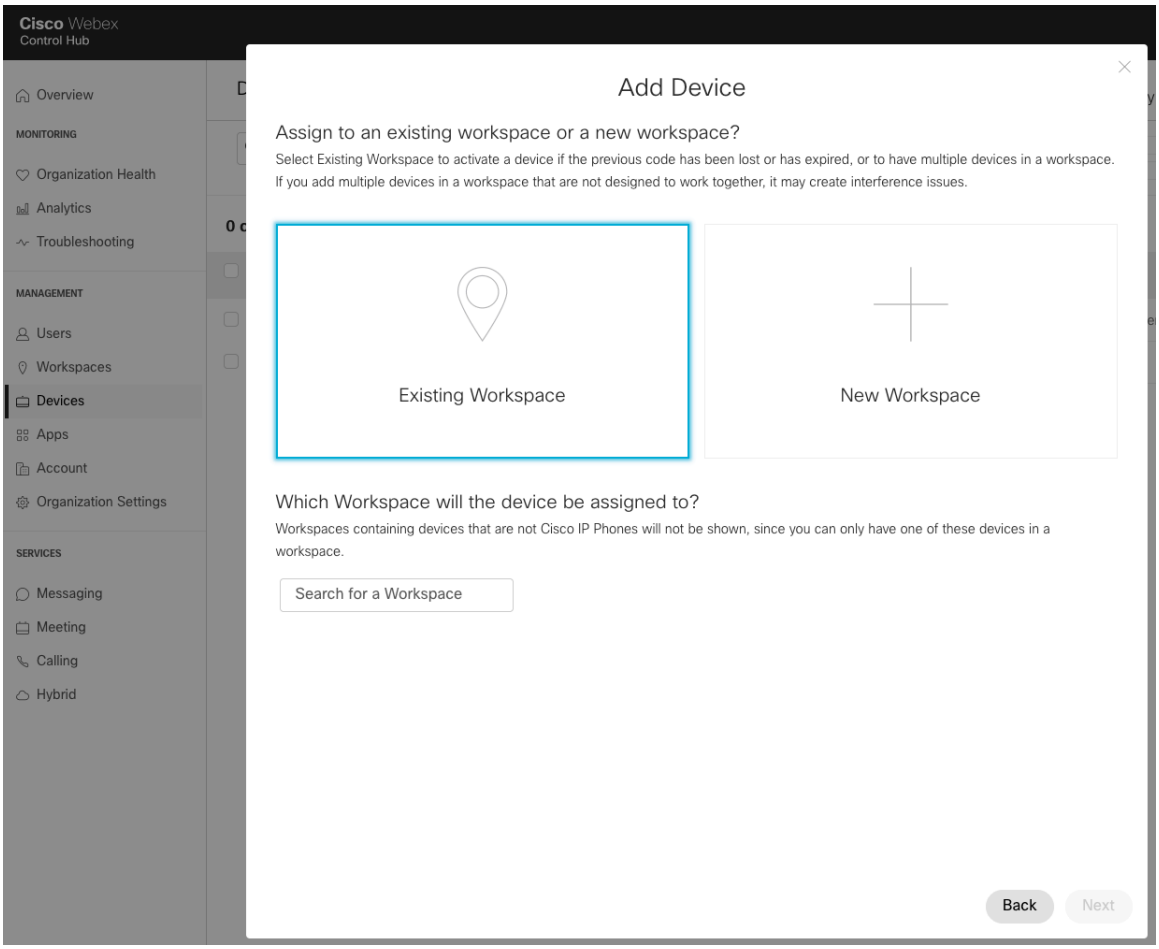
Shared Usage

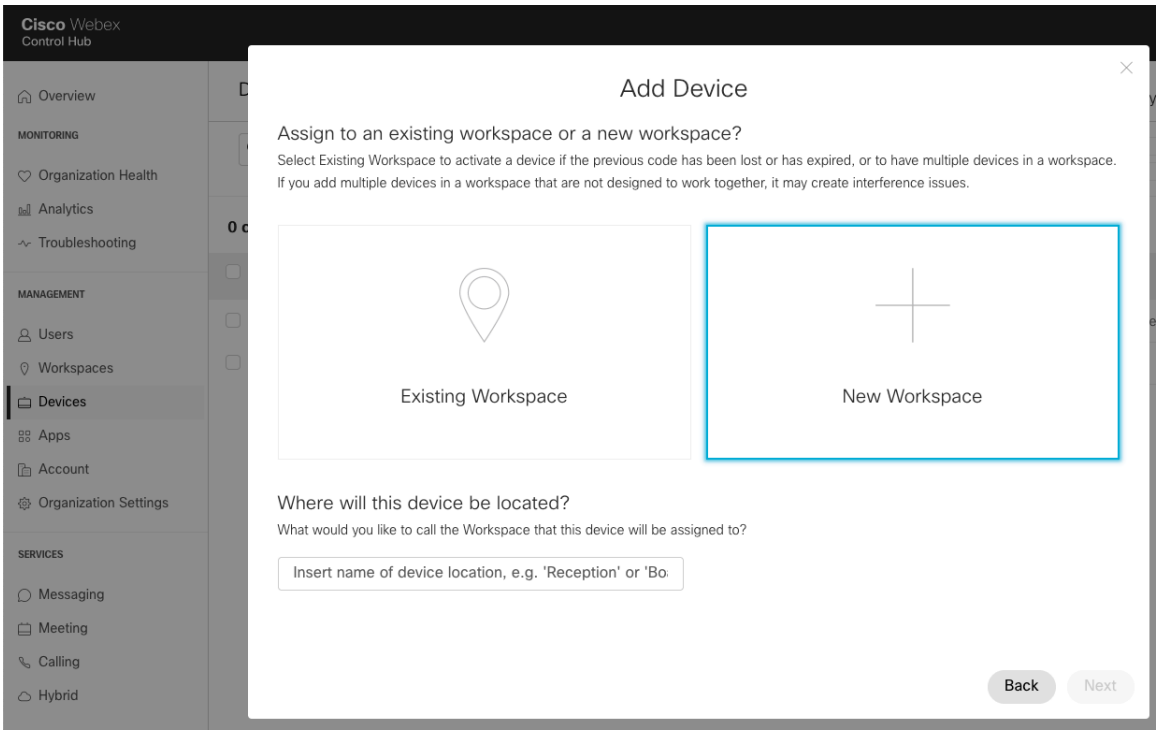
A Webex Desk Series can be configured as a workspace either via **Devices** or **Workspaces**.

To add a workspace via **Devices**, navigate to **Devices**, then select **Add Device**.
On the next screen, select **Workspace**, then click **Next**.

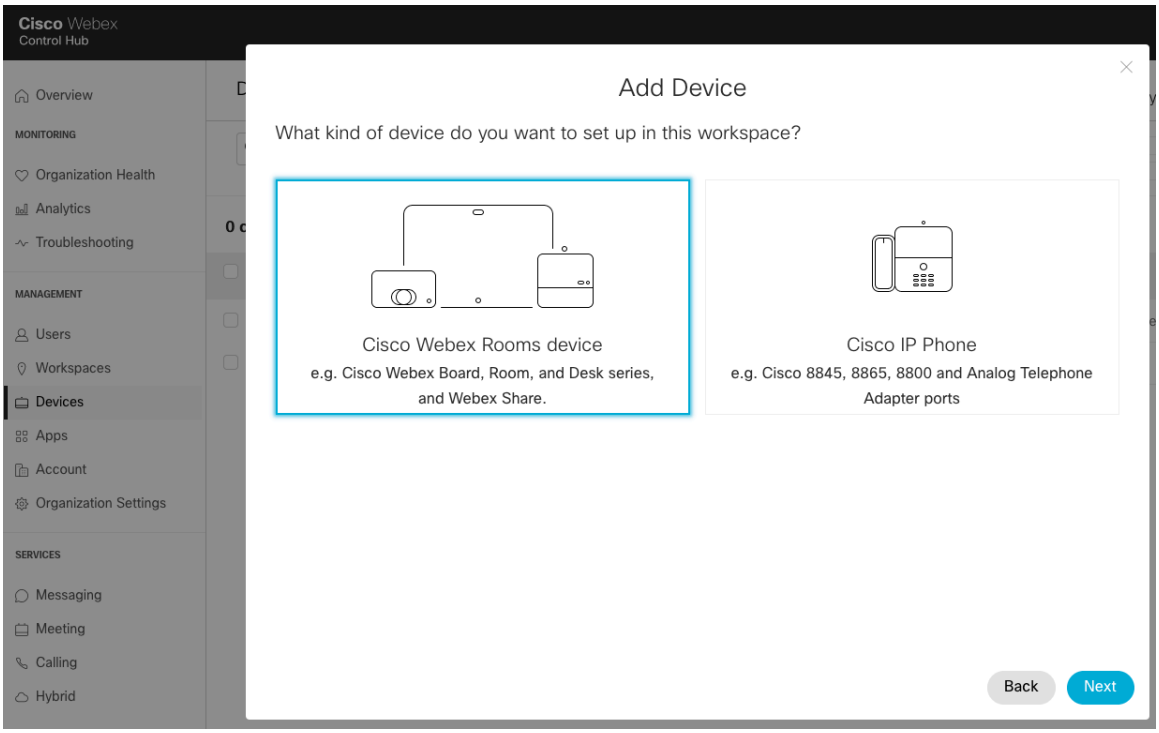


Select either **Existing Workspace** or **New Workspace**.
Depending on which option is selected, either search for or enter the workspace name, then click **Next**.

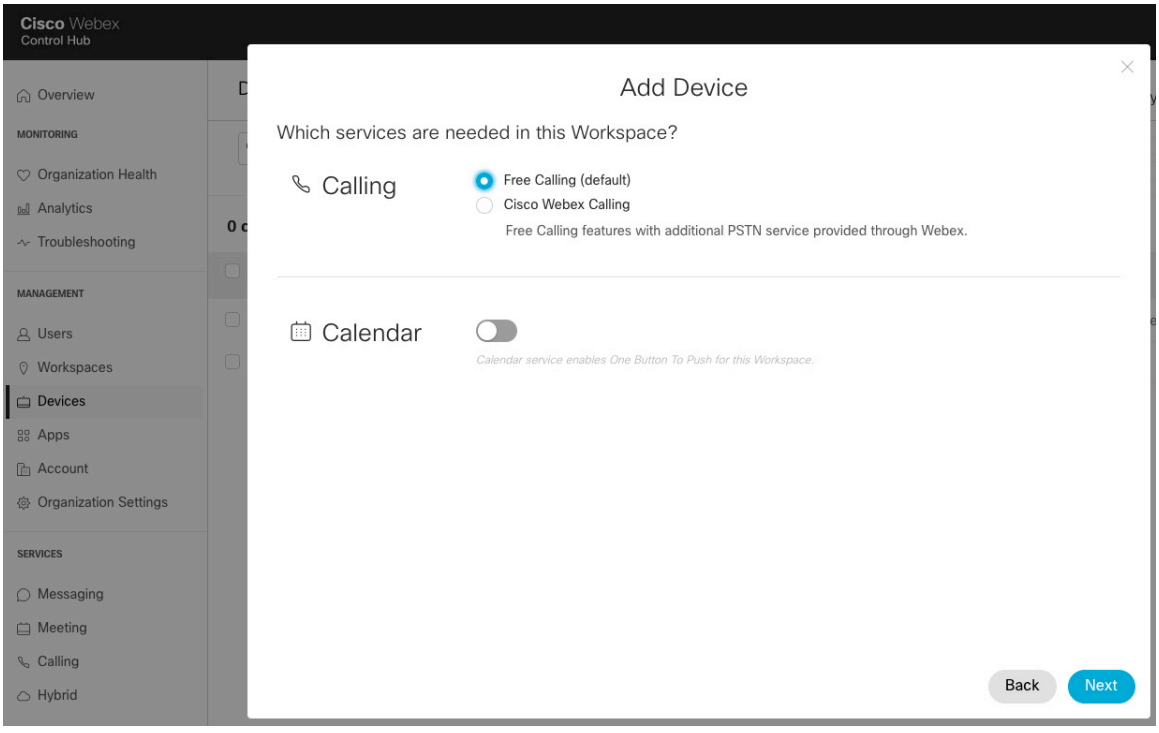




If **New Workspace** was selected prior, select **Webex Rooms device**, then click **Next**.



Additionally, if **New Workspace** was selected, configure the desired services, then click **Next**.



The **Activation Code** to enter into the Webex Desk Series will then be displayed.

Select the existing workspace via **Workspaces** to configure or modify services.

For information on network requirements for Webex, refer to the Network Requirements for Webex Services document at this URL:

https://help.webex.com/en-us/WBX000028782/Network-Requirements-for-Webex-Services#id_135011

For more information, see the Webex Desk Series Administrator Guide.

http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-maintenance-guides-list.html

Cisco Unified Communications Manager

Cisco Unified Communications Manager offers many different product, call and security features.

Device Enablement

To enable the Webex Desk Series device types in the Cisco Unified Communications Manager, the corresponding device package COP file must be installed via the Cisco Unified Operating System Administration webpage for each Cisco Unified Communications Manager server.

Each Cisco Unified Communication Manager node may not have to be restarted after the device package COP file has been installed.

Perform the following, which is dependent on the Cisco Unified Communications Manager version.

11.5(1)SU4 and lower

- Reboot all Cisco Unified Communications Manager nodes.

11.5(1)SU5 and higher or 12.5(1) and higher

- Restart the Cisco Tomcat service on all Cisco Unified Communications Manager nodes.
- If running the Cisco CallManager service on the publisher node, restart the service on the publisher node only.

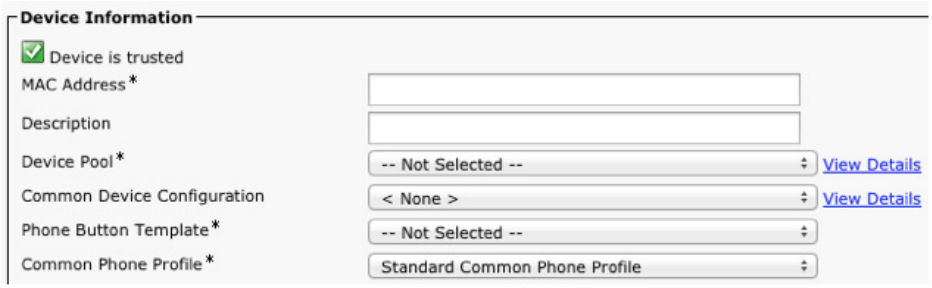
  Note: The Cisco CallManager Service on subscriber nodes do not need to be restarted.

For information on how to install the COP file, refer to the Cisco Unified Communications Manager Operating System Administration Guide at this URL:

https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html

When adding the Webex Desk Series to the Cisco Unified Communications Manager it must be provisioned using the Ethernet MAC address as the Wireless LAN MAC is used for Wi-Fi connectivity only.

The Ethernet MAC address can be found by navigating to **About** or **Settings > About this device** on the Webex Desk Series.

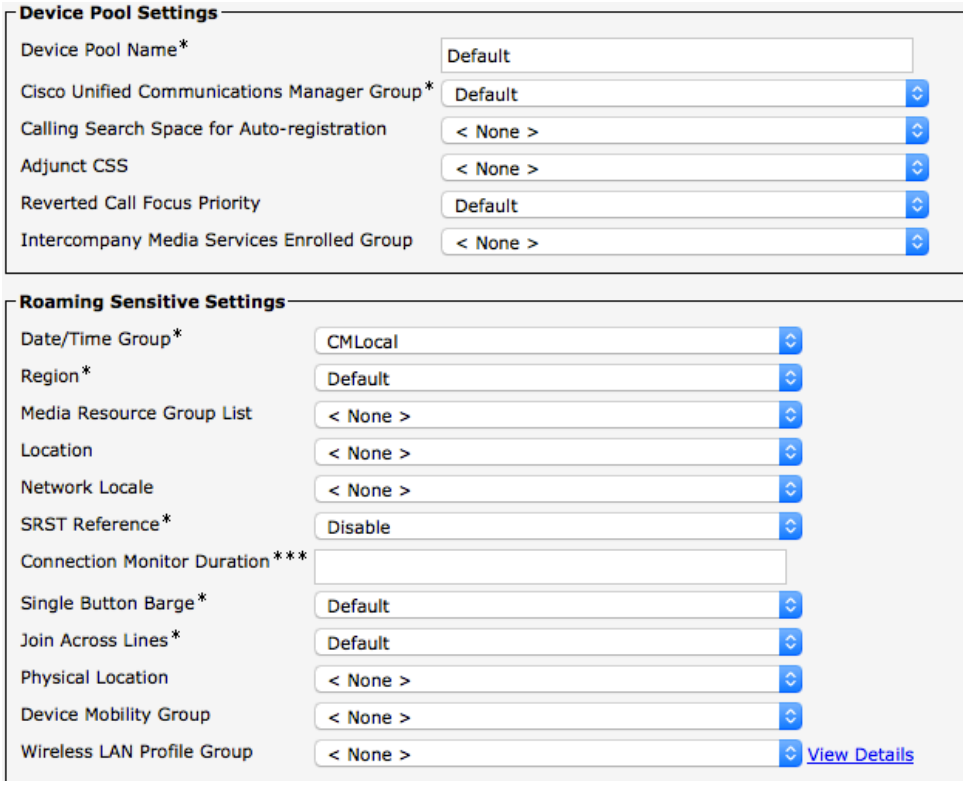


Device Pools

When creating a new Webex Desk Series, a **Device Pool** must be configured.

The device pool defines common settings (e.g. Cisco Unified Communications Manager Group, etc.), roaming sensitive settings (e.g. Date/Time Group, Region, etc.), local route group settings, device mobility related information settings, and other group settings.

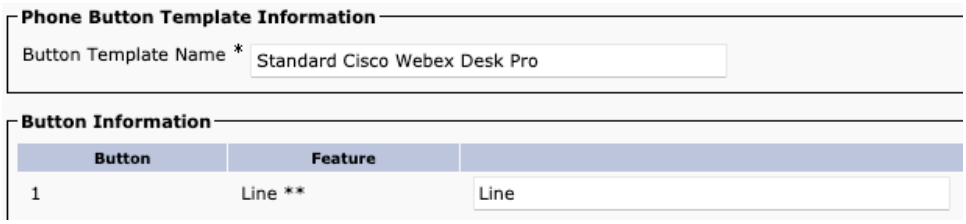
Device Pools can be used to either group devices per location, per model type, etc.



Phone Button Templates

When creating a new Webex Desk Series, a **Phone Button Template** must be configured.

Custom phone button templates can be created with the option for many different features.



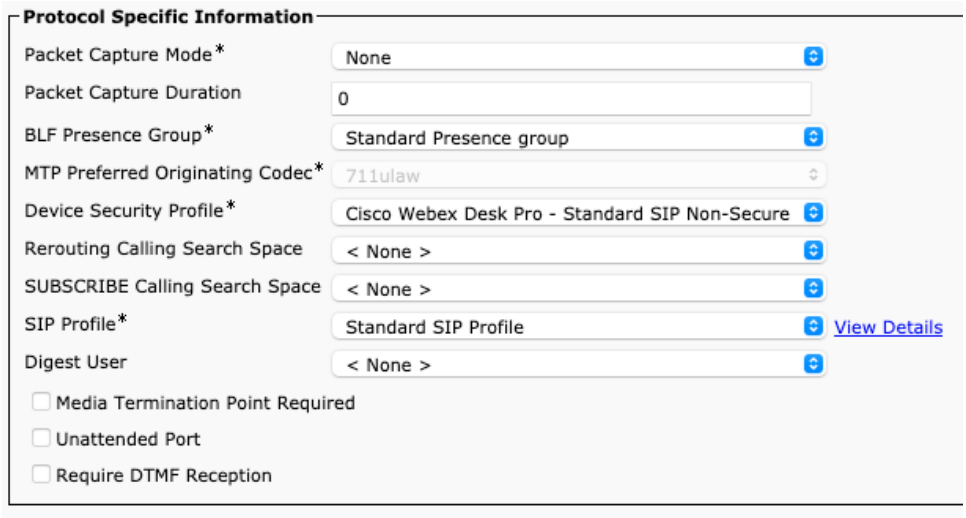
Security Profiles

When creating a new Webex Desk Series, a **Device Security Profile** must be configured.

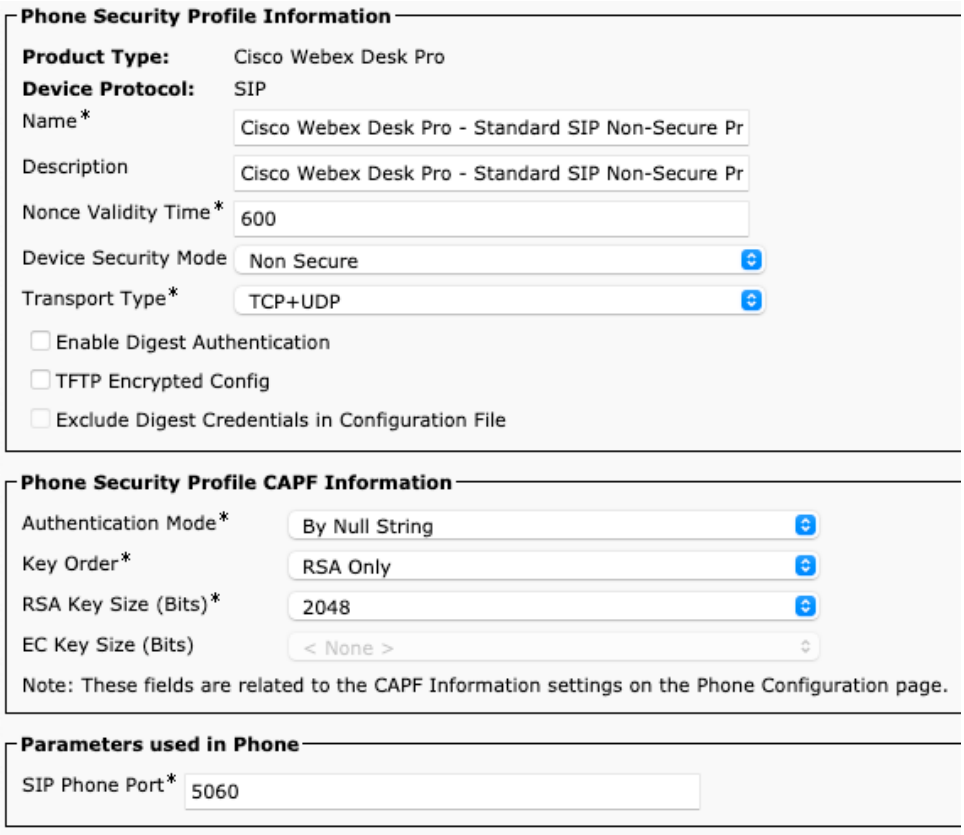
Security profiles can be utilized to enable authenticated mode or encrypted mode, where signaling, media and configuration file encryption is then enabled.

The Certificate Authority Proxy Function (CAPF) must be operational in order to utilize a Locally Signed Certificate (LSC) with a security profile.

The Webex Desk Series has a Manufacturing Installed Certificate (MIC), which can be utilized with a security profile as well.



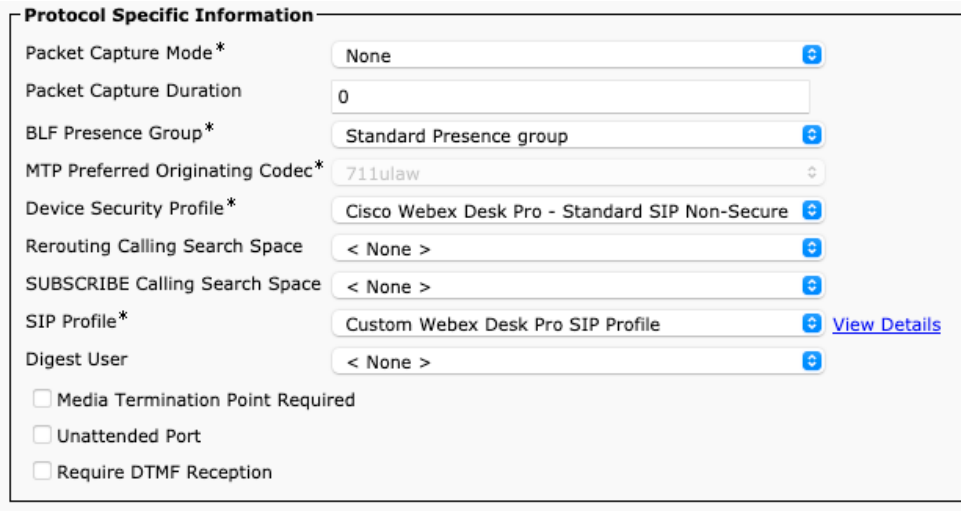
The default device security profile is the model specific **Standard SIP Non-Secure Profile**, which does not utilize encryption.



SIP Profiles

When creating a new Webex Desk Series, a **SIP Profile** must be configured.

It is recommended to create a custom SIP Profile for the Webex Desk Series (do not use the **Standard SIP Profile** or **Standard SIP Profile for Mobile Device**).



To create a custom SIP Profile for the Webex Desk Series, use the **Standard SIP Profile** as the reference template.

Copy the **Standard SIP Profile**, then change the following parameters.

Timer Register Delta (seconds) = 30 (default = 5)

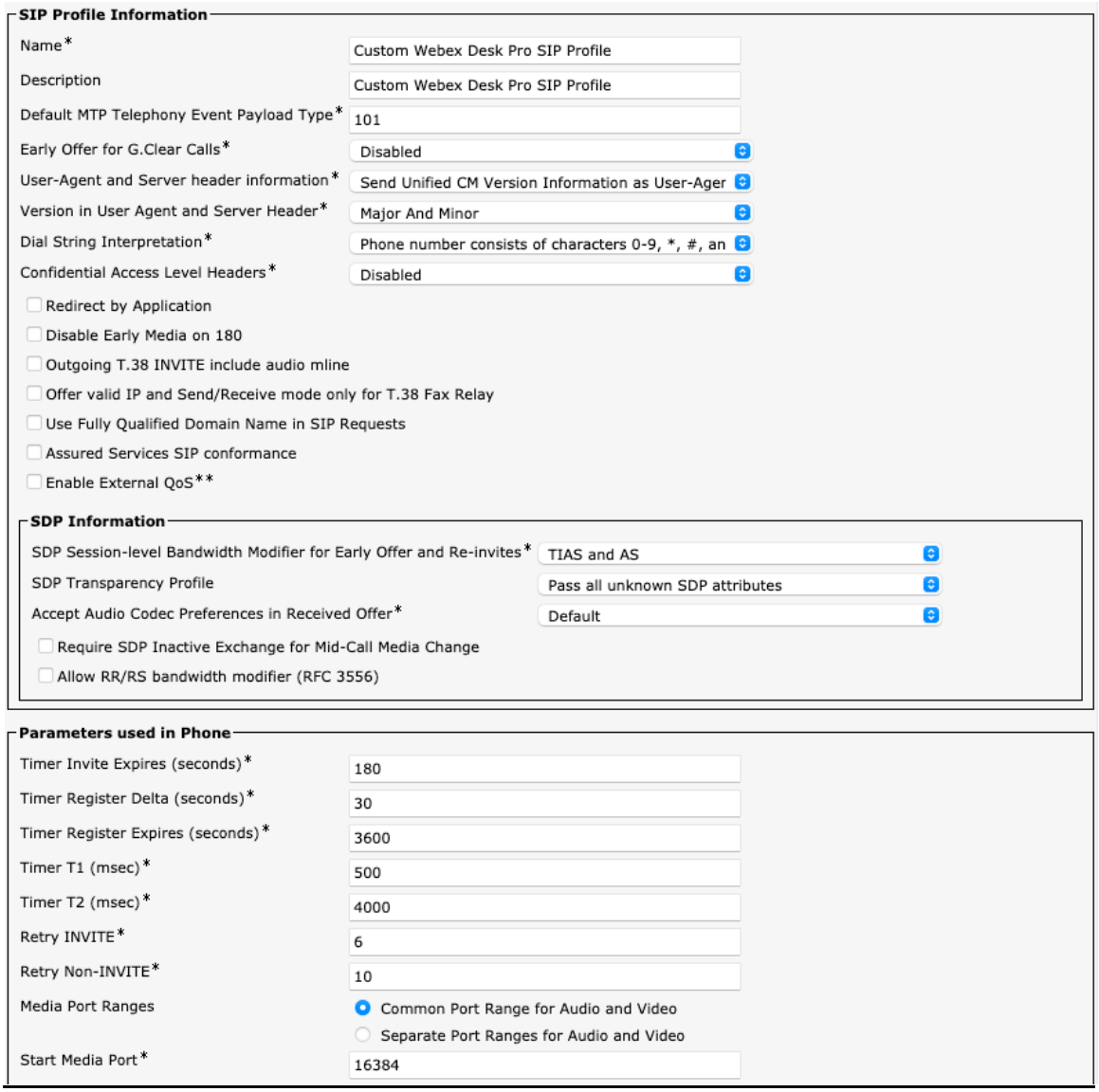
Timer Keep Alive Expires (seconds) = 300 (default = 120)

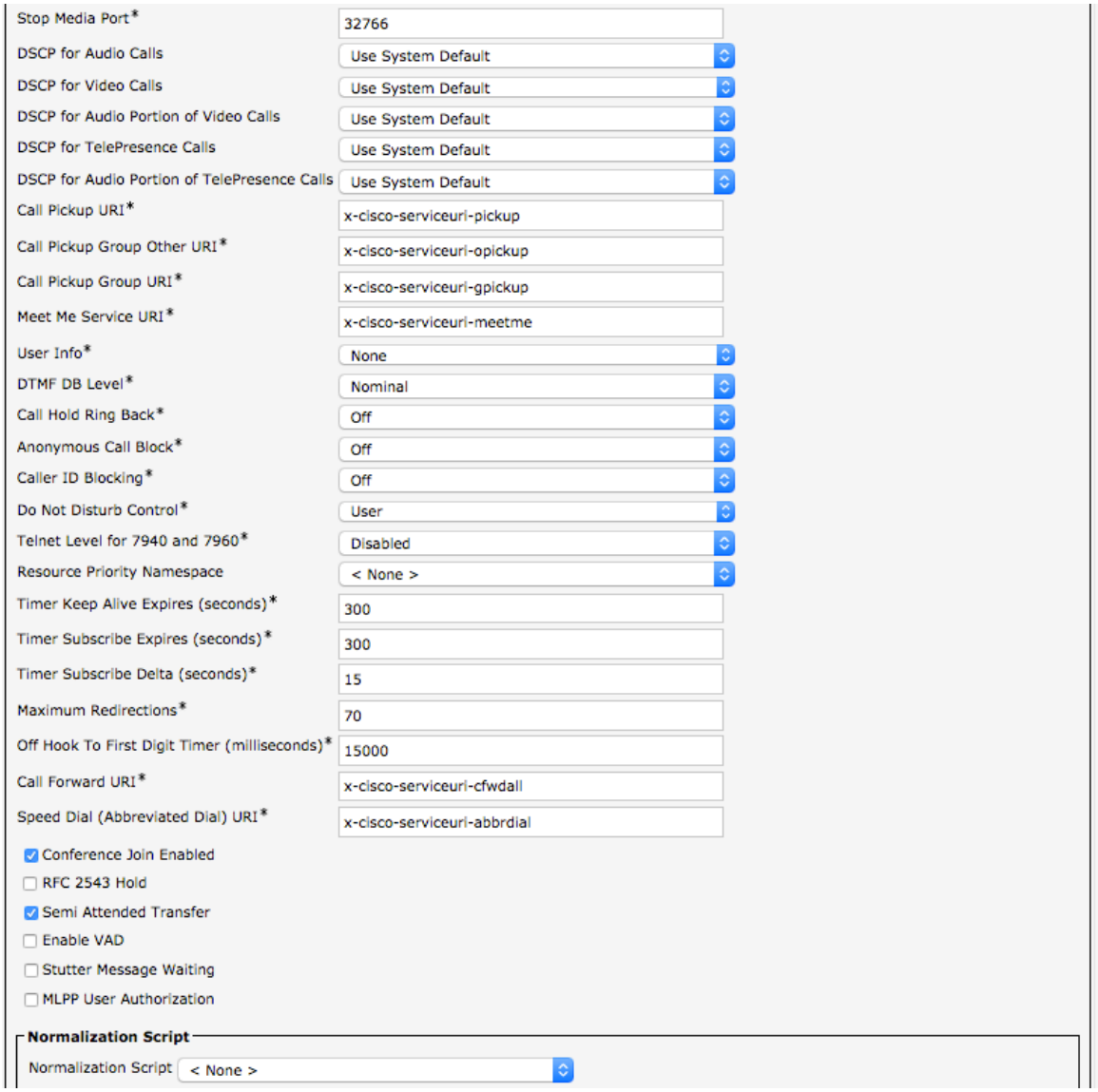
Timer Subscribe Expires (seconds) = 300 (default = 120)

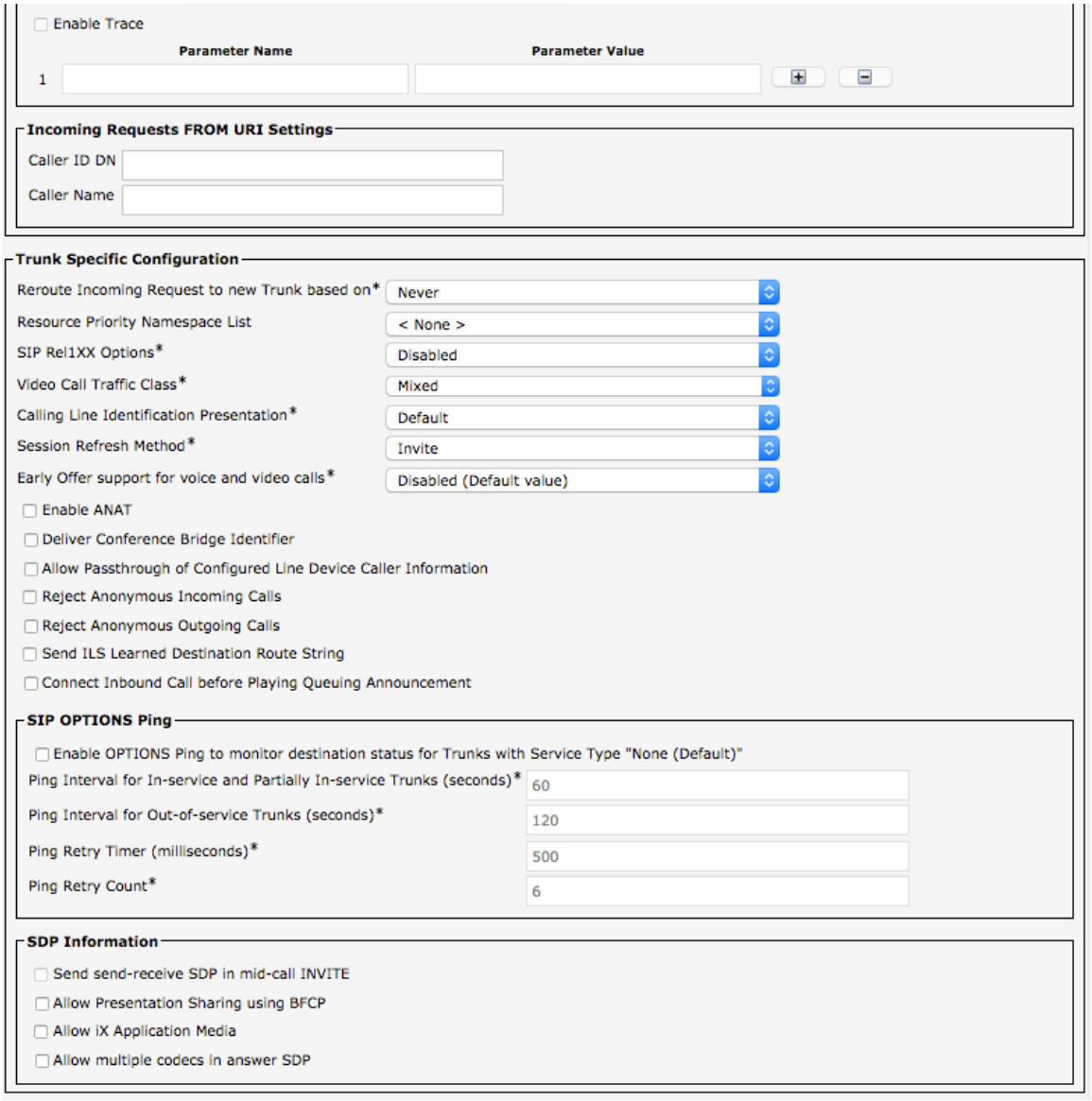
Timer Subscribe Delta (seconds) = 15 (default = 5)

Ensure **SIP Station KeepAlive Interval** at **System** > **Service Parameters** > **Cisco CallManager** remains configured for 120 seconds.

Custom SIP Profile Example




Stop Media Port*
32766
DSCP for Audio Calls
Use System Default
DSCP for Video Calls
Use System Default
DSCP for Audio Portion of Video Calls
Use System Default
DSCP for TelePresence Calls
Use System Default
DSCP for Audio Portion of TelePresence Calls
Use System Default
Call Pickup URI*
x-cisco-serviceuri-pickup
Call Pickup Group Other URI*
x-cisco-serviceuri-opickup
Call Pickup Group URI*
x-cisco-serviceuri-gpickup
Meet Me Service URI*
x-cisco-serviceuri-meetme
User Info*
None
DTMF DB Level*
Nominal
Call Hold Ring Back*
Off
Anonymous Call Block*
Off
Caller ID Blocking*
Off
Do Not Disturb Control*
User
Telnet Level for 7940 and 7960*
Disabled
Resource Priority Namespace
< None >
Timer Keep Alive Expires (seconds)*
300
Timer Subscribe Expires (seconds)*
300
Timer Subscribe Delta (seconds)*
15
Maximum Redirections*
70
Off Hook To First Digit Timer (milliseconds)*
15000
Call Forward URI*
x-cisco-serviceuri-cfwdall
Speed Dial (Abbreviated Dial) URI*
x-cisco-serviceuri-abbrdial
Conference Join Enabled
RFC 2543 Hold
Semi Attended Transfer
Enable VAD
Stutter Message Waiting
MLPP User Authorization
Normalization Script
Normalization Script
< None >

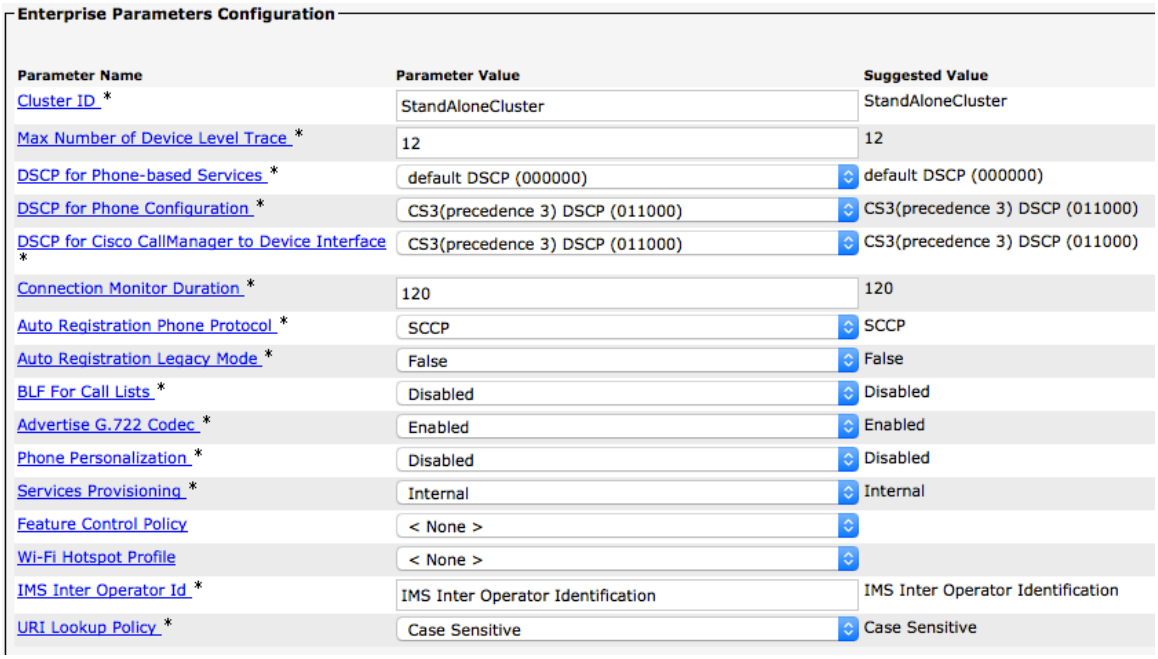


QoS Parameters

The DSCP values to be used for SIP communications, phone configuration, and phone based services to be used by the device are defined in the Cisco Unified Communications Manager's Enterprise Parameters.

The default DSCP value for SIP communications and phone configuration is set to CS3.

Phone based services are configured to be best effort traffic by default.



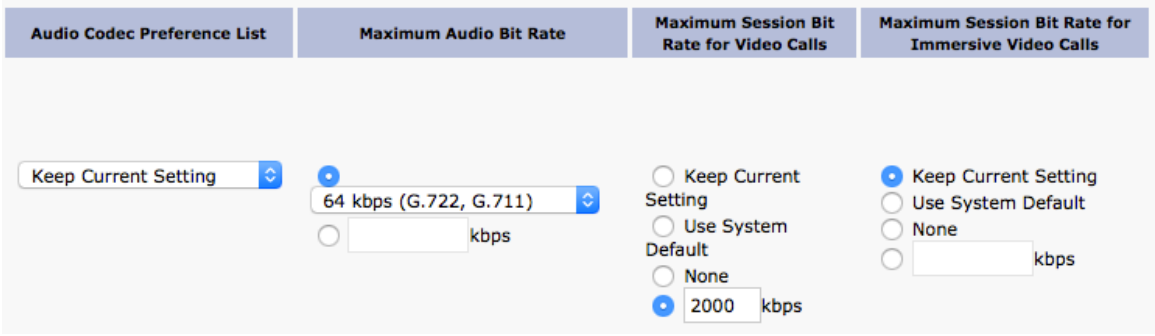
Audio and Video Bit Rates

The audio and video bit rate can be configured by creating or editing existing Regions in the Cisco Unified Communications Manager.

By default the video call bit rate is set to 384 Kbps.

For typical deployments, it is recommended to utilize 600p (1100-3000 Kbps) or HD 720p (1000-1599 Kbps) for the video stream.

For enhanced video quality, set the video call bit rate to 1 Mbps to utilize HD 720p (total 1064 Kbps including G.722 audio) or 2 Mbps to utilize FHD 1080p (total 2064 Kbps including G.722 audio).



Use the following information to configure the audio bit rate to be used for audio or audio + video calls.

Audio Codec	Audio Bit Rate
AAC-LD	128-256 Kbps
Opus	6-510 Kbps

G.722 / G.711	64 Kbps
G.722.1	32 Kbps
G.729	8 Kbps

Use the following information to configure the video bit rate to be used for video calls.

The value configured will determine the resolution of the transmitted video stream from the Webex Desk Series.

The Webex Desk Series can receive up to FHD 1080p video depending on the remote device's capabilities, where the region settings configuration is factored in.

The Webex Desk Series supports video bandwidth adaption, where the video bit rate can be adjusted as necessary if the current network connection can not support higher video resolutions.

Video Type	Video Resolution	Frames per Second (fps)	Video Bit Rate Range
qnHD 180p	320 x 180	30	Up to 128 Kbps
CIF 288p	512 x 288	30	129-256 Kbps
nHD 360p	640 x 360	30	257-384 Kbps
SD 448p	768 x 448	30	385-512 Kbps
WSVGA 576p	1024 x 576	30	513-768 Kbps
HD 720p	1280 x 720	30	769-1472 Kbps
FHD 1080p	1920 x 1080	30	1473-4000 Kbps

Product Specific Configuration Options

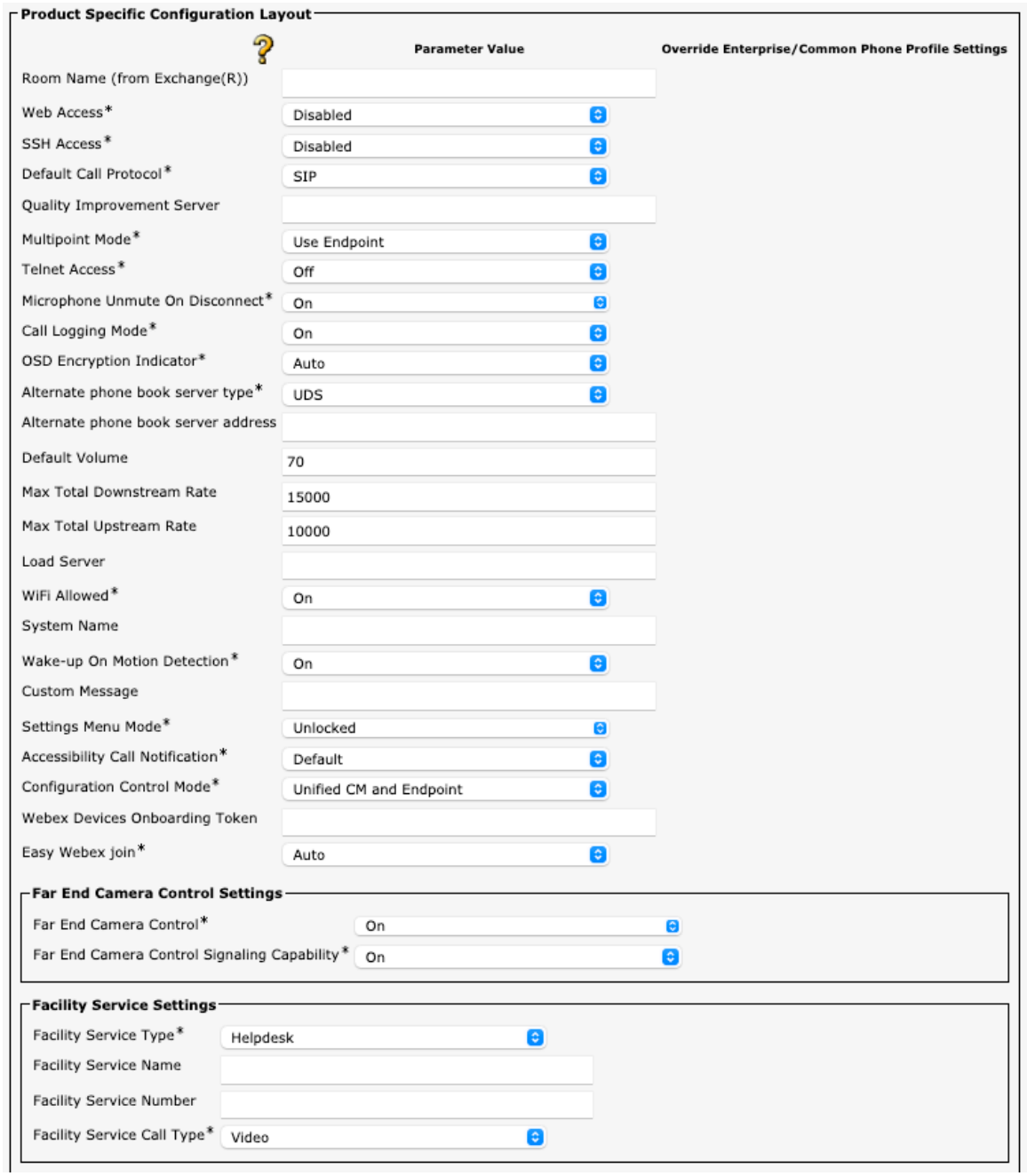
In Cisco Unified Communications Manager Administration, the following configuration options are available for the Webex Desk Series.

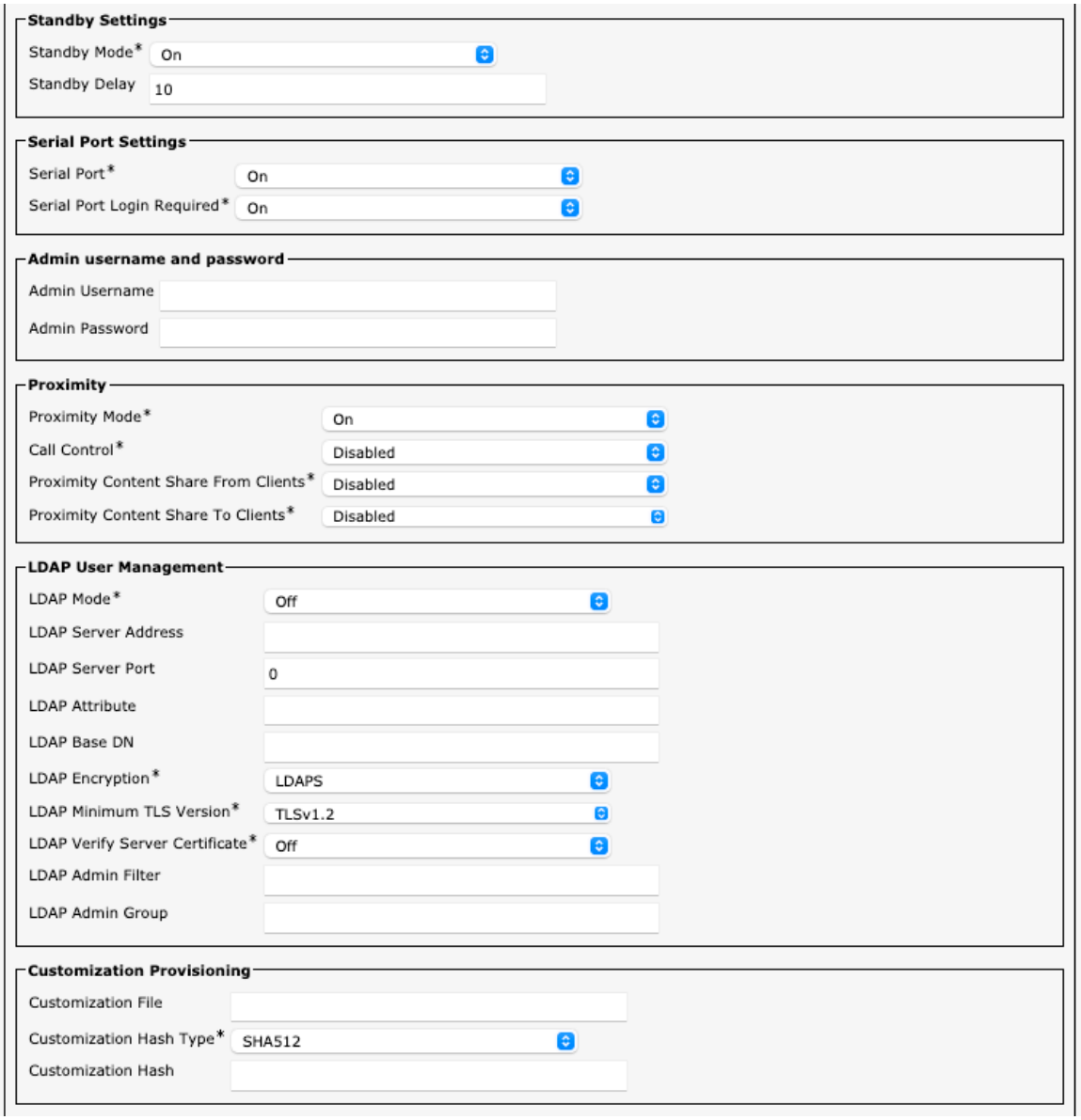
For a description of these options, click **?** at the top of the configuration page.

Product specific configuration options can be configured in bulk via the Bulk Admin Tool if using Cisco Unified Communications Manager.

Some of the product specific configuration options can be configured on an enterprise phone, common phone profile or individual phone configuration level.

Webex Desk Series Configuration Options (versions prior to 12.5)


Product Specific Configuration Layout
Parameter Value
Override Enterprise/Common Phone Profile Settings
Room Name (from Exchange(R))
Web Access*
Disabled
SSH Access*
Disabled
Default Call Protocol*
SIP
Quality Improvement Server
Multipoint Mode*
Use Endpoint
Telnet Access*
Off
Microphone Unmute On Disconnect*
On
Call Logging Mode*
On
OSD Encryption Indicator*
Auto
Alternate phone book server type*
UDS
Alternate phone book server address
Default Volume
70
Max Total Downstream Rate
15000
Max Total Upstream Rate
10000
Load Server
WiFi Allowed*
On
System Name
Wake-up On Motion Detection*
On
Custom Message
Settings Menu Mode*
Unlocked
Accessibility Call Notification*
Default
Configuration Control Mode*
Unified CM and Endpoint
Webex Devices Onboarding Token
Easy Webex join*
Auto
Far End Camera Control Settings
Far End Camera Control*
On
Far End Camera Control Signaling Capability*
On
Facility Service Settings
Facility Service Type*
Helpdesk
Facility Service Name
Facility Service Number
Facility Service Call Type*
Video



Field Name	Description
Room Name (from Exchange(R))	This is the Exchange Conference Room Name. It is used for scheduling meetings where this TelePresence system participates. (Note: This setting must match the name used in Exchange exactly)
Web Access	This parameter indicates whether the device will accept connections from a web browser or other HTTP client. Disabling the web server functionality of the

	device will block access to the phone's internal web pages and certain support capabilities, but will not degrade normal operation. A device RESET is required for this parameter to take effect.
SSH Access	This parameter indicates whether the device will accept ssh connections. Disabling the ssh server functionality of the device will block certain support capabilities such as log file collection but will not degrade normal operation.
Default Call Protocol	This parameter sets the default call protocol of the device. This device only supports SIP when registering to Cisco Unified Communications Manager.
Quality Improvement Server	Specifies a hostname or IP address of a remote system to collect quality improvement reports from the device.
Multipoint Mode	This field defines how multipoint calls are established when participants are added to point to point calls. Using the Endpoint mode limits the capabilities of multipoint calls to the capabilities of the endpoint initiating the multipoint call. The capabilities will vary depending on the endpoint model as well as the presence of options such as Multisite. Using the Media Resource Group List mode will utilize the resources made available to the endpoint via the associated media resource group list. This can include audio and or video conferencing resources.
Telnet Access	This parameter indicates whether the device will accept telnet connections. Disabling the telnet server functionality of the device will block certain support capabilities such as log file collection but will not degrade normal operation.
Microphone Unmute on Disconnect	Determine if the microphones shall be unmuted automatically when all calls are disconnected. In a meeting room or other shared resource this could be done to prepare the system for the next user.
Call Logging Mode	Set the call logging mode for calls that are received or placed by the system. The call logs may then be viewed via the web interface or using the xHistory command.
OSD Encryption Indicator	Define for how long the encryption indicator (a padlock) will be shown on screen. The setting applies to both encrypted and non-encrypted calls, i.e. both to secure and non-secure conferences. The icon for encrypted calls is a locked padlock, and the icon for non-encrypted calls is a crossed out locked padlock. Auto: If the Conference Encryption Mode setting is set to BestEffort and the call is encrypted, the encryption indicator is shown during the first seconds of a call. If the Conference Encryption Mode setting is set to BestEffort and the call is non-encrypted, the crossed out encryption indicator is shown during the entire call. If the Conference Encryption Mode setting is NOT set to BestEffort, the encryption indicator is not shown at all. AlwaysOn: The encryption indicator is displayed on screen during the entire call. This applies to both encrypted and non-encrypted calls for all Conference Encryption Mode settings. AlwaysOff: The encryption indicator is never displayed on screen. This applies to both encrypted and non-encrypted calls for all Conference Encryption Mode settings.
Alternate phone book server type	By default the endpoint uses the UDS server on the UCM it's registered to, but if you wish to use an alternate phone book server, this parameter combined with an alternate phone book address will override the default setting of the endpoint. UDS will set the alternate phone book type as UDS, and TMS will set the type to TMS.
Alternate phone book server address	By default the endpoint uses the UDS server on the UCM it's registered to, but if you wish to use an alternate phone book server, this parameter combined with the

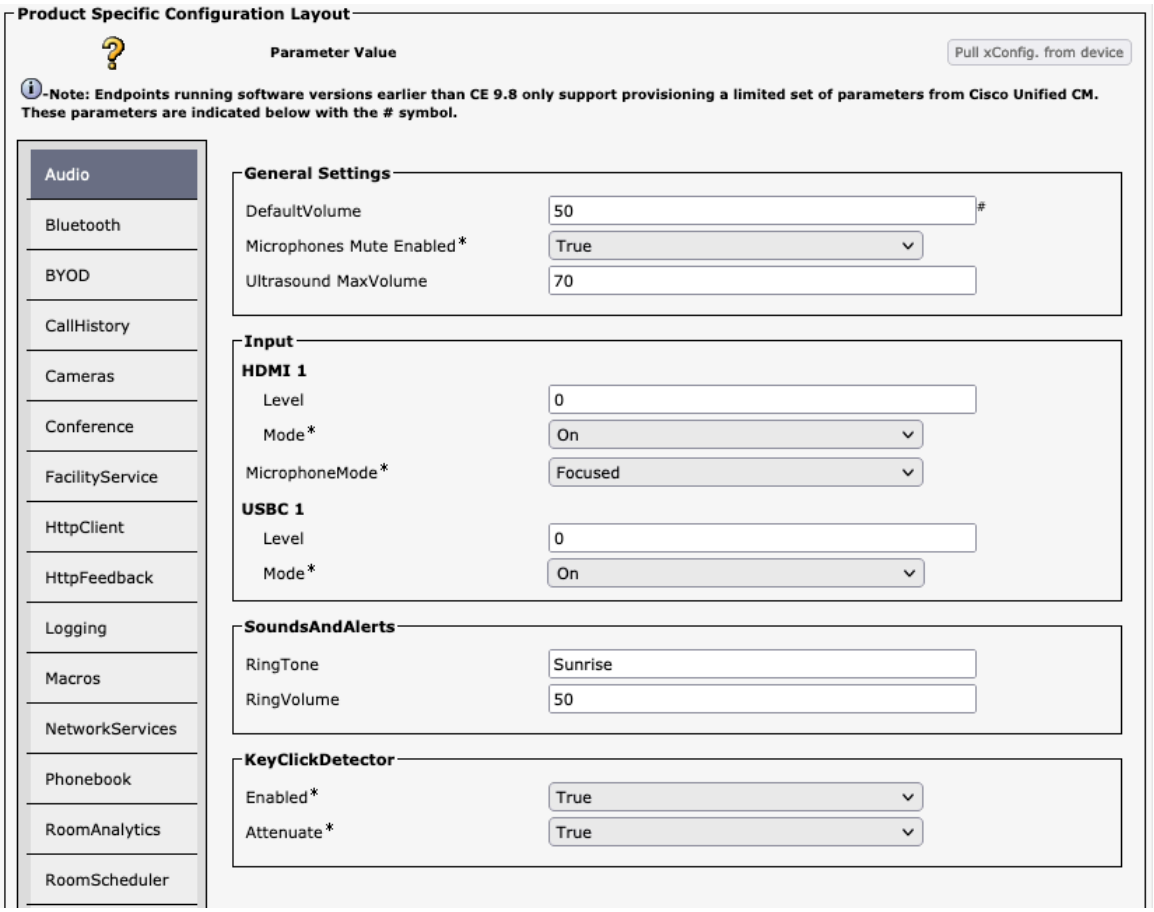
	alternate phone book type will override the default setting of the endpoint. The field requires a full URL for the phone book servers. Example for UDS server url: https://uds-host-name:8443/cucm-uds/users and TMS example: https://tms-host-name/tms/public/external/phonebook/phonebookservice.asmx
Default Volume	The value must be between 0 and 100. The values from 1 to 100 correspond to the range from -34.5dB to 15dB (0.5 dB steps). The value 0 means that audio is switched off.
Max Total Downstream Rate	This configuration specifies the maximum overall receive bitrate allowed. The bitrate will be divided fairly among all active calls at any time. Value space ranges between 64 - 10000.
Max Total Upstream Rate	This configuration specifies the maximum overall transmit bitrate allowed. The bitrate will be divided fairly among all active calls at any time. Value space ranges between 64 - 10000.
Load Server	Address of alternate server that contains firmware for the device. Please provide full path and port. e.g http://example.com/firmware
WiFi Allowed	Setting to indicate if the endpoint should be allowed to enable Wi-Fi or not.
System Name	Name of the system. Can be used as hostname for the device.
Wake-up On Motion Detection	Setting to control if the TelePresence endpoint should get out of standby mode when detecting motion in the room.
Custom Message	Setting a custom message to be displayed on the TelePresence endpoint user interface.
Settings Menu Mode	Setting to indicate whether the endpoint settings meny should be locked or not, i.e. requiring a user login with a password.
Accessibility Call Notification	Setting to indicate if the endpoint should use amplified visuals for incoming call notification as an accessibility setting for hearing impaired users.
Configuration Control Mode	Xconfiguration Settings Source.
Webex Devices Onboarding Token	A 16-digit one-time password needed to register a device in the Webex Cloud.
Easy Webex join	Enable or hide the easy Webex join feature.
Far End Camera Control Settings	
Far End Camera Control	Lets you decide if the remote side (far end) should be allowed to select your video sources and control your local camera (pan, tilt, zoom).
Far End Camera Control Signaling Capability	Set the far end control (H.224) signal capability mode.
Facility Service Settings	
Facility Service Type	With this setting you can select what kind of services they are. A facility service is not available unless both the facility name and the facility service number settings are properly set. Only FacilityService Service 1 with Type Helpdesk is available on the Touch controller. Facility services are not available when using the remote control and on-screen menu.
Facility Service Name	Set the name of each facility service. A facility service is not available unless both the FacilityService Service Name and the FacilityService Service Number

	settings are properly set. Only FacilityService Service 1 is available on the Touch controller, and its Name is used on the facility service call button. Facility services are not available when using the remote control and on-screen menu.
Facility Service Number	Set the number for each facility service. A facility service is not available unless both the FacilityService Service Name and the FacilityService Service Number settings are properly set.Only FacilityService Service 1 is available on the Touch controller. Facility services are not available when using the remote control and on-screen menu.
Facility Service Call Type	Set the call type for each facility service. A facility service is not available unless both the FacilityService Service Name and the FacilityService Service Number settings are properly set. Only FacilityService Service 1 is available on the Touch controller. Facility services are not available when using the remote control and on-screen menu.
Standby Settings	
Standby Mode	This parameter determines if the system should go into standby mode or not.
Standby Delay	Define how long (in minutes) the system shall be in idle mode before it goes into standby mode. NOTE: Requires the Standby Control to be enabled.
Serial Port Settings	
Serial Port	This parameter indicates whether the device will enable the serial port.
Serial Port Login Required	This parameter determines if login shall be required when connecting to the serial port.
Admin username and password	
Admin Username	Enter a user ID for the admin user.
Admin Password	Enter the password for the admin user.
Proximity	
Proximity Mode	Allow the proximity app to pair with the endpoint.
Call Control	Allow proximity app to do call control.
Proximity Content Share From Clients	Allow proximity app to do content sharing, sending content as a presentation from the device, to the TelePresence endpoint.
Proximity Content Share To Clients	Allow proximity app to receive presentation slides from the TelePresence endpoint.
LDAP User Management	
LDAP Mode	The video system supports the use of an LDAP (Lightweight Directory Access Protocol) server as a central place to store and validate user names and passwords. Use this setting to configure whether or not to use LDAP authentication. Our implementation is tested for the Microsoft Active Directory (AD) service.
LDAP Server Address	Set the IP address or hostname of the LDAP server.

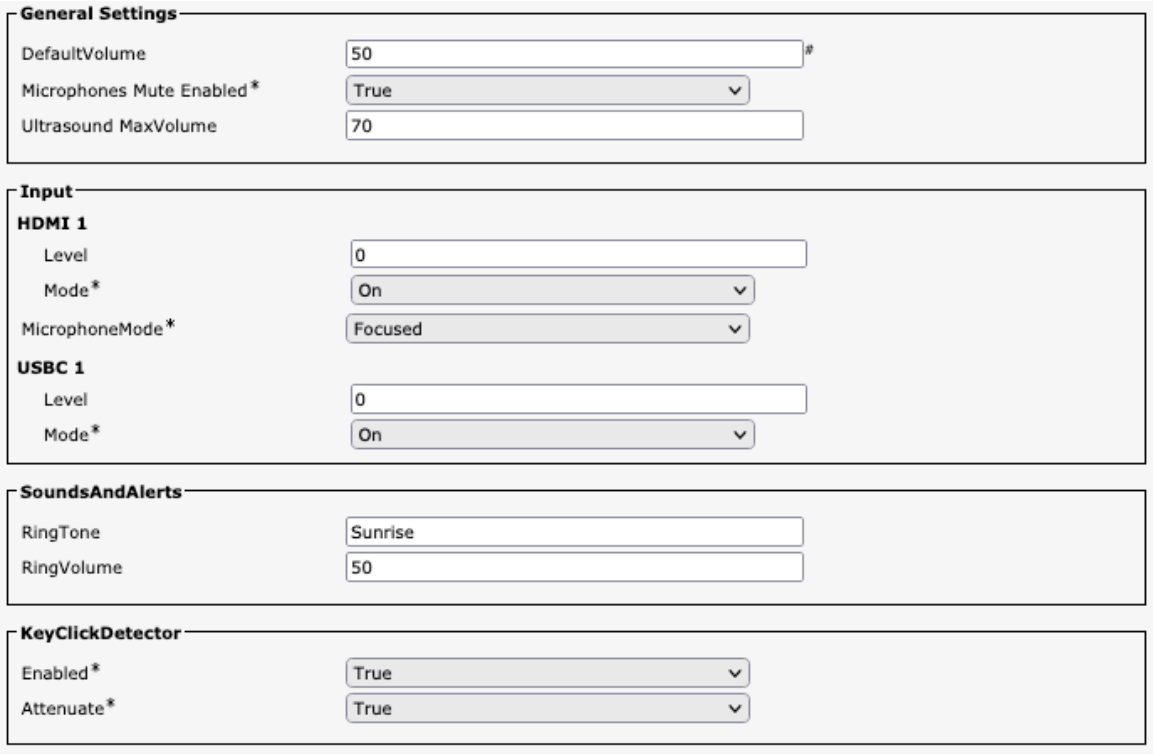
LDAP Server Port	Set the port to connect to the LDAP server on. If set to 0, use the default for the selected protocol (see the UserManagement LDAP Encryption setting).
LDAP Attribute	The attribute used to map to the provided username. If not set, sAMAccountName is used.
LDAP Base DN	The distinguishing name of the entry at which to start a search (base). Example: “DC=company, DC=com”
LDAP Encryption	Define how to secure the communication between the video system and the LDAP server. You can override the port number by using the UserManagement LDAP Server Port setting. LDAPS: Connect to the LDAP server on port 636 over TLS (Transport Layer Security). None: Connect to LDAP server on port 389 with no encryption. STARTTLS: Connect to LDAP server on port 389, then send STARTTLS to enable TLS encryption.
LDAP Minimum TLS Version	Set the lowest version of the TLS (Transport Layer Security) protocol that is allowed. TLSv1.0: Support TLS version 1.0 or higher. TLSv1.1: Support TLS version 1.1 or higher. TLSv1.2: Support TLS version 1.2 or higher.
LDAP Verify Server Certificate	When the video system connects to an LDAP server, the server will identify itself to the video system by presenting its certificate. Use this setting to determine whether or not the video system will verify the server certificate.
LDAP Admin Filter	The LDAP filter is used to determine which users should be granted administrator privileges. If set, this setting takes precedence over the UserManagement LDAP Admin Group setting. Example: (CN=adminuser). See the LDAP specification for the syntax details.
LDAP Admin Group	Members of this AD (Active Directory) group will be given administrator access. This setting is a shorthand for saying (memberOf:1.2.840.113556.1.4.1941:=). If UserManagement LDAP Admin Filter is set, this setting is ignored. Example: CN=admin_group, OU=company groups, DC=company, DC=com
Customization Provisioning	
Customization File	The address where the customization provisioning file is stored. The field requires a full URL of the customization bundle file or just the filename, if it is hosted on the CUCM in use.
Customization Hash Type	Set the type of the hash function used.
Customization Hash	Set the hash checksum generated from the customization provisioning file, in order for the endpoint to verify the file integrity.
SMTP Provisioning	
SMTP Mode	This setting enables or disables SMTP on the endpoint.
SMTP Server	Set the SMTP server address to be used.
SMTP Port	Set the SMTP server port number.
SMTP Security Type	Set the SMTP security type to be used.
SMTP Username	Set the SMTP username to be used.
SMTP Password	Set the SMTP username to be used.

SMTP From address	Set the from address to be used when sending e-mail over SMTP from the endpoint.

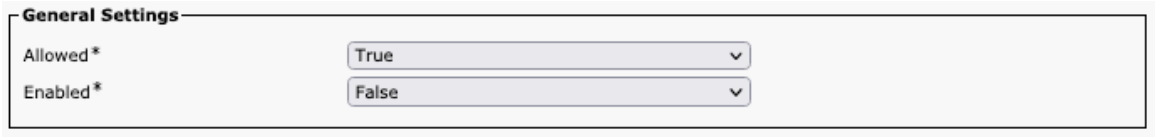
Webex Desk Pro Configuration Options (versions 12.5 and later)



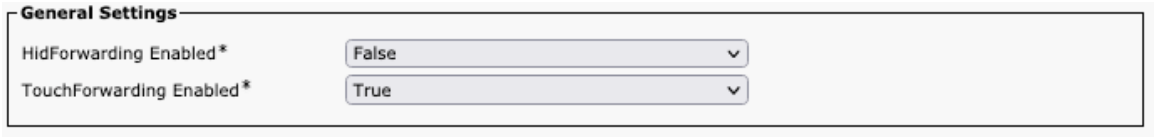
Audio



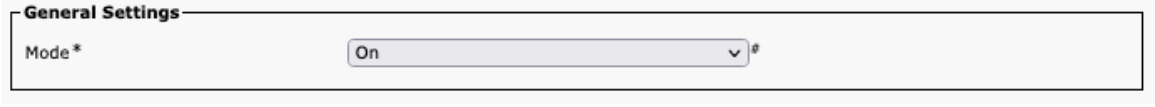
Bluetooth



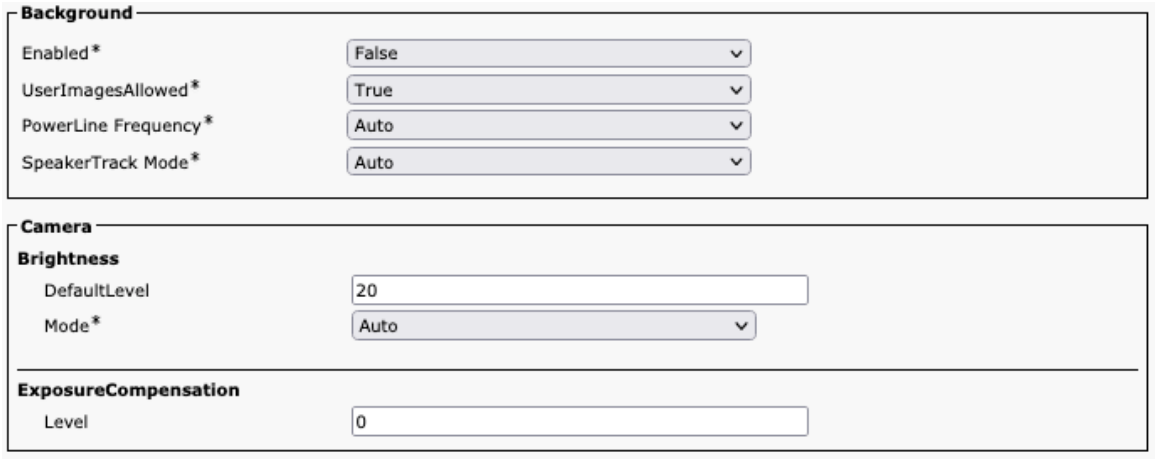
BYOD



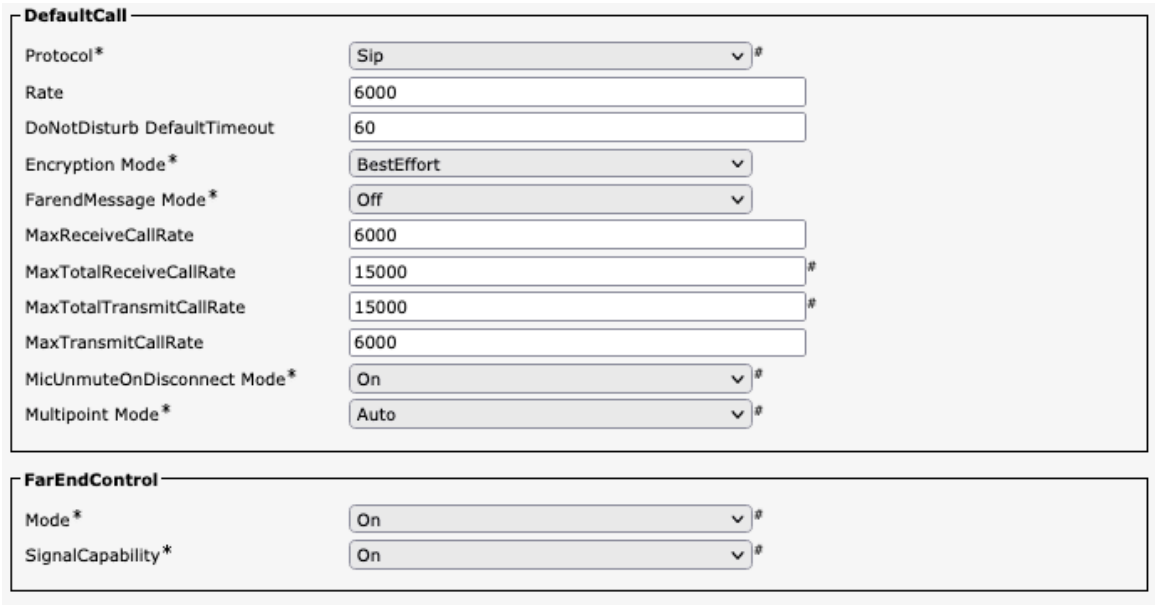
Call History



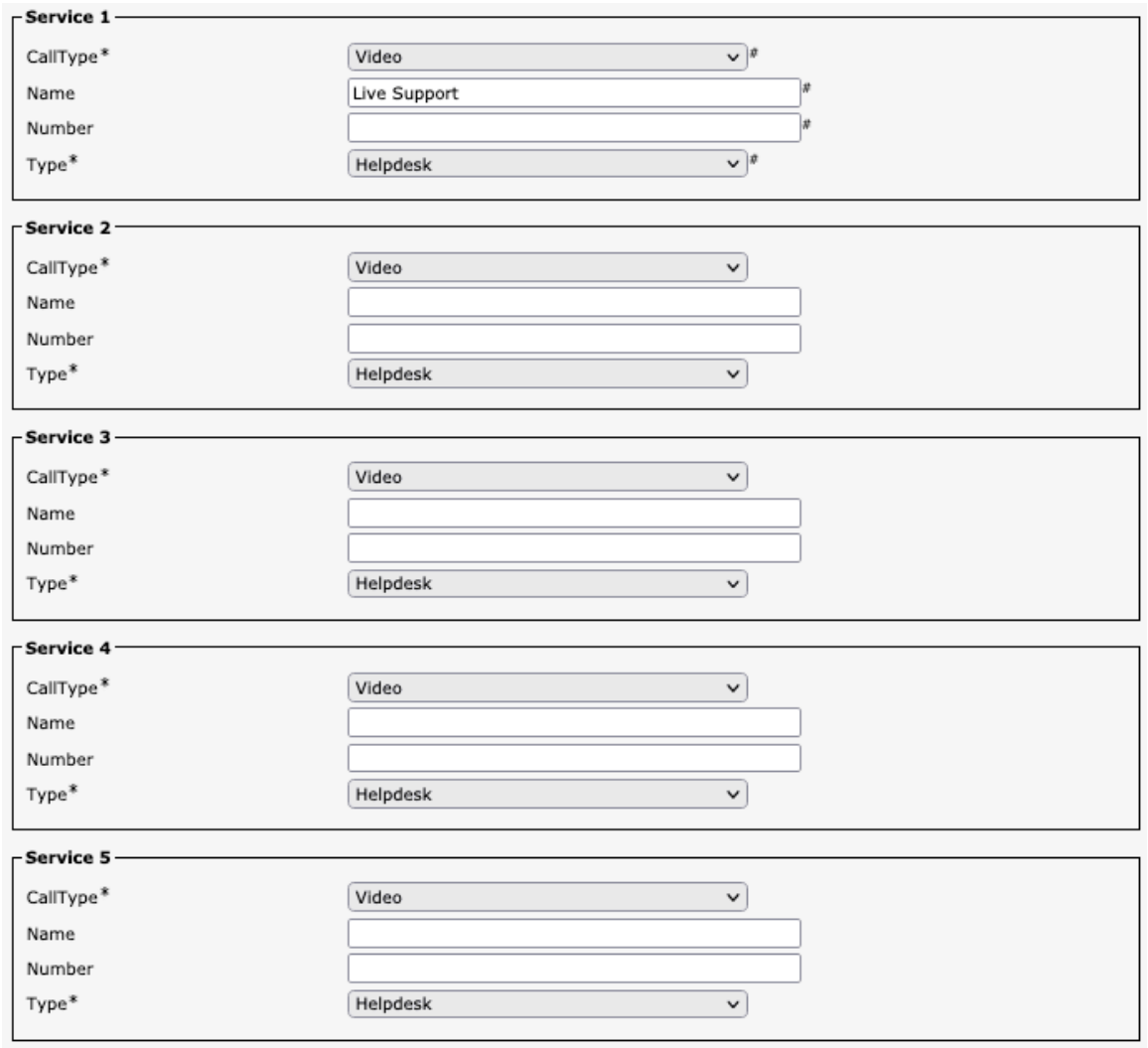
Cameras



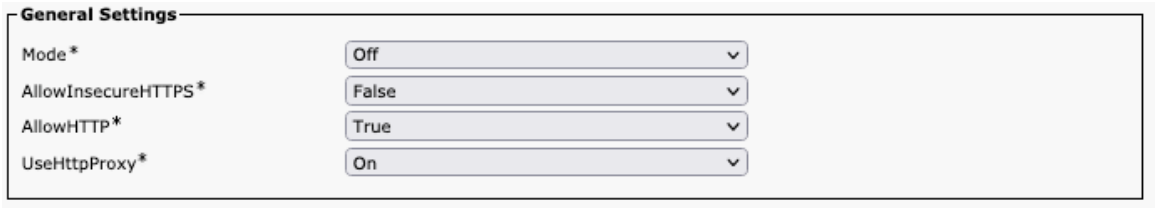
Conference



Facility Service

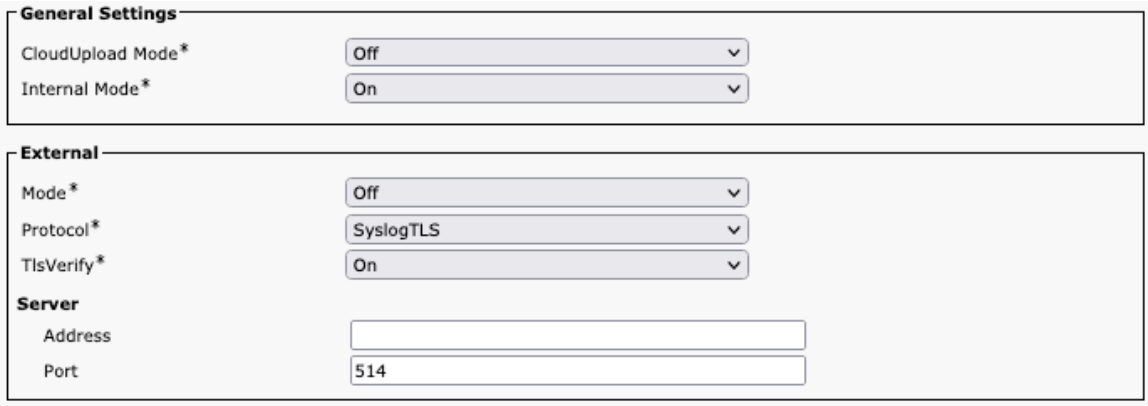


HTTP Client

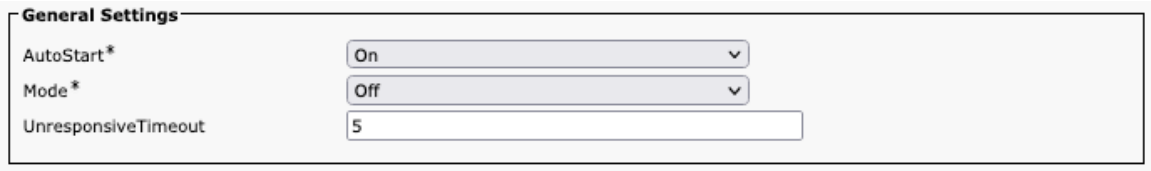


HTTP Feedback

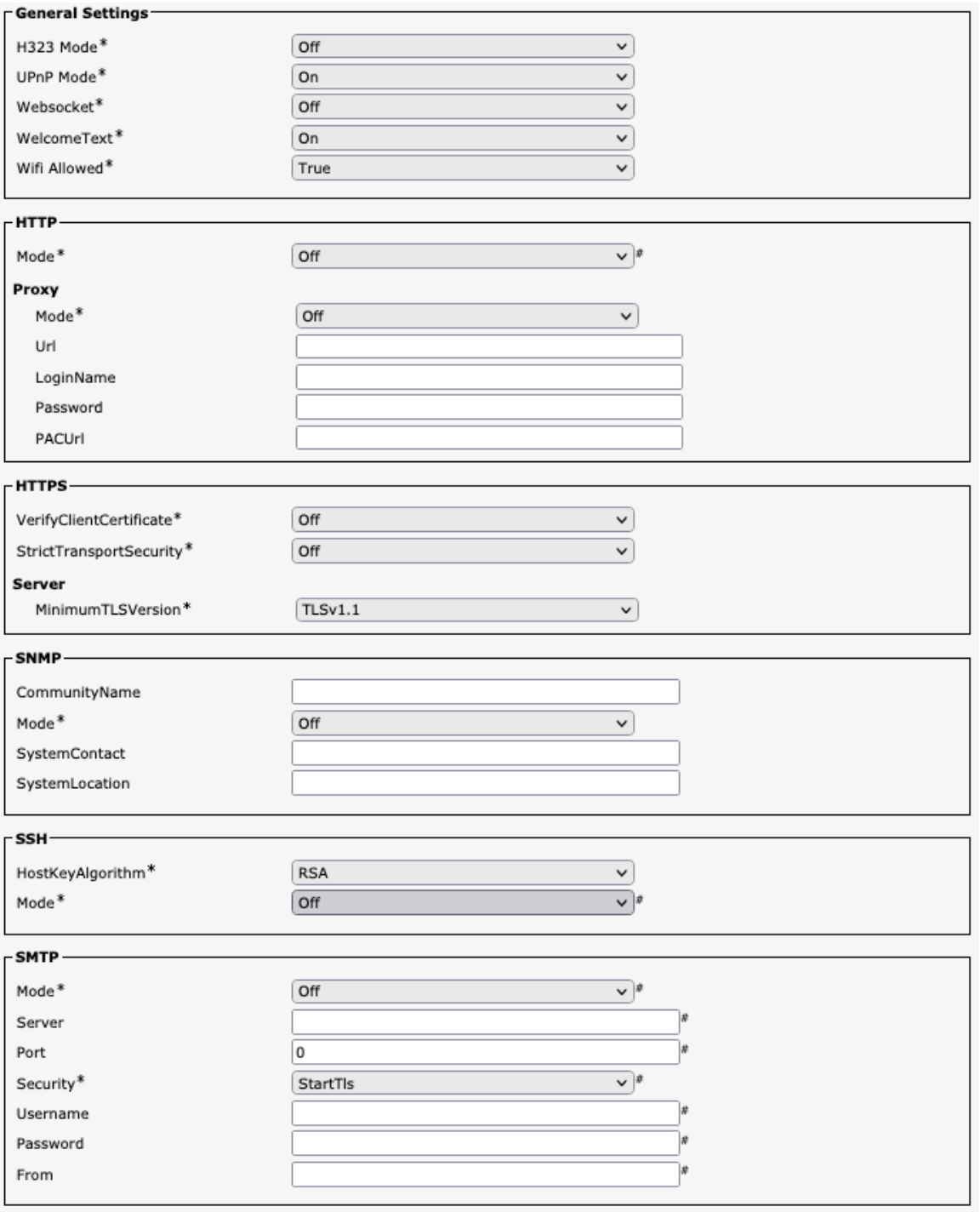
Logging



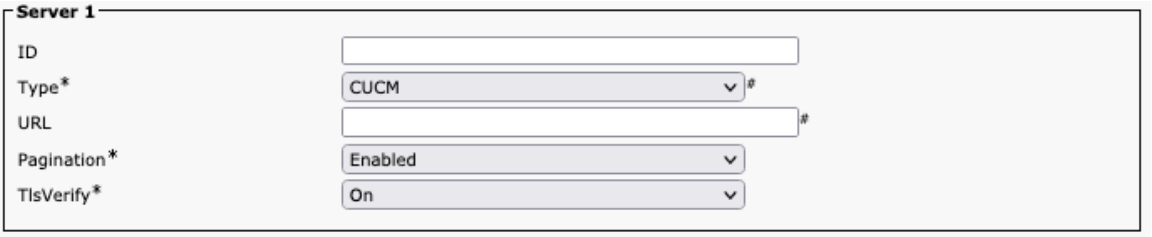
Macros



Network Services


General Settings
H323 Mode*
Off
UPnP Mode*
On
Websocket*
Off
WelcomeText*
On
Wifi Allowed*
True
HTTP
Mode*
Off
Proxy
Mode*
Off
Url
LoginName
Password
PACUrl
HTTPS
VerifyClientCertificate*
Off
StrictTransportSecurity*
Off
Server
MinimumTLSVersion*
TLSv1.1
SNMP
CommunityName
Mode*
Off
SystemContact
SystemLocation
SSH
HostKeyAlgorithm*
RSA
Mode*
Off
SMTP
Mode*
Off
Server
Port
0
Security*
StartTls
Username
Password
From

Phone Book


Server 1
ID
Type*
CUCM
URL
Pagination*
Enabled
TlsVerify*
On

Room Analytics

General Settings

PeopleCountOutOfCall*	Off
PeoplePresenceDetector*	Off

AmbientNoiseEstimation

Mode*	Off
Interval	10

Room Scheduler

General Settings

Enabled*	False

SIP

General Settings

MinimumTLSVersion*	TLSv1.0

Security

Audit

Logging

Mode*	Internal

OnError

Action*	Ignore

Server

Address	
Port	514
PortAssignment*	Auto
Fips Mode*	Off

Session

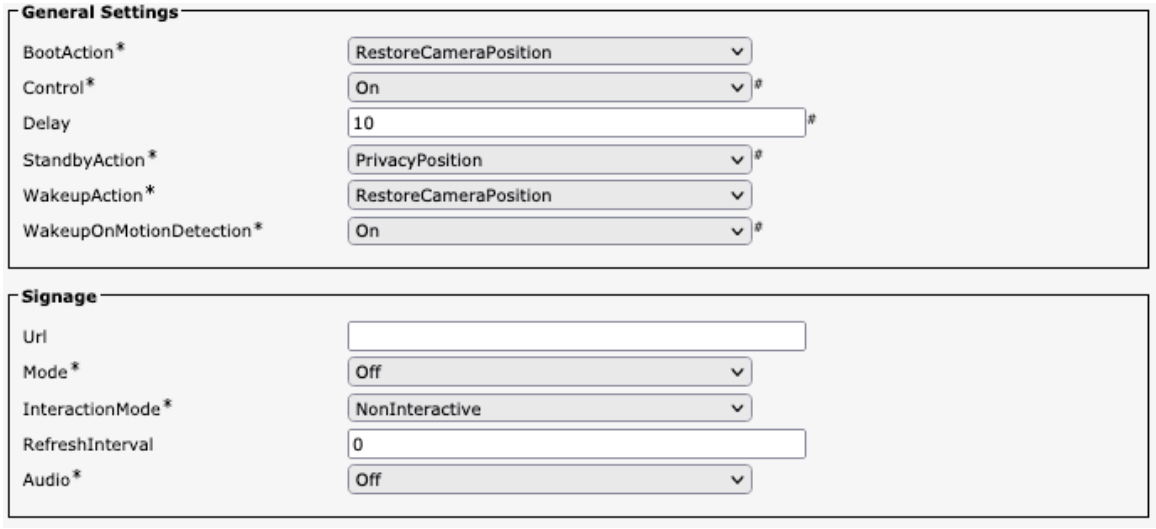
InactivityTimeout	0
ShowLastLogon*	Off
MaxTotalSessions	20
MaxSessionsPerUser	20
MaxFailedLogins	0
FailedLoginsLockoutTime	60

Serial Port

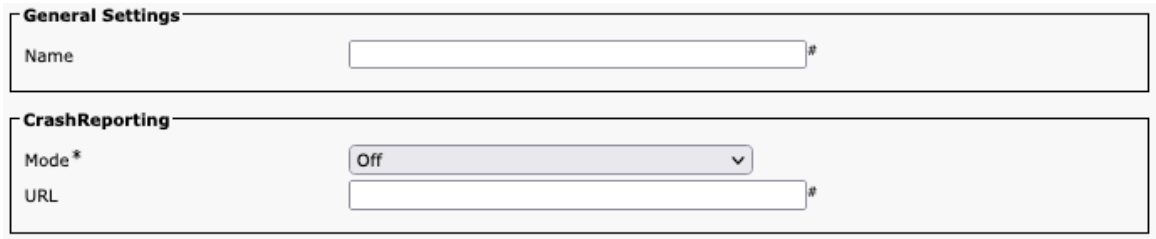
General Settings

BaudRate*	115200
LoginRequired*	On #
Mode*	On #

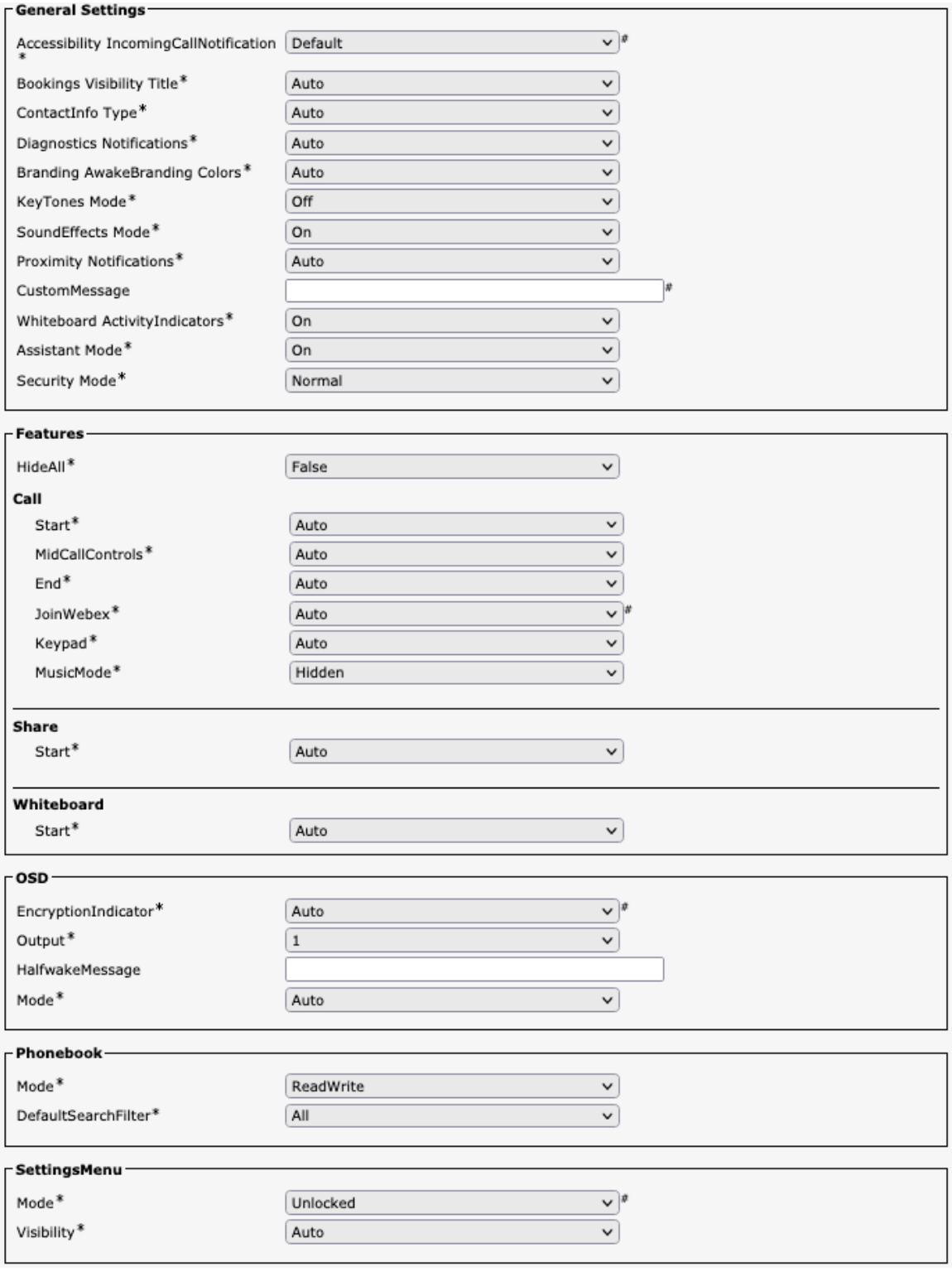
Standby



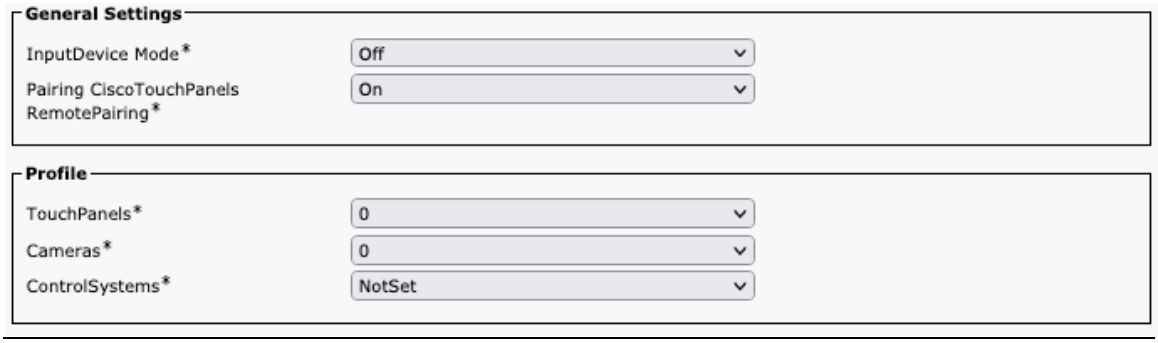
System Unit



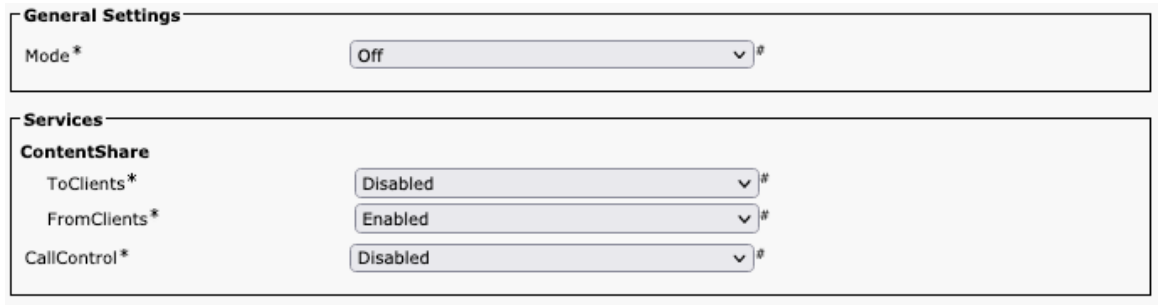
User Interface



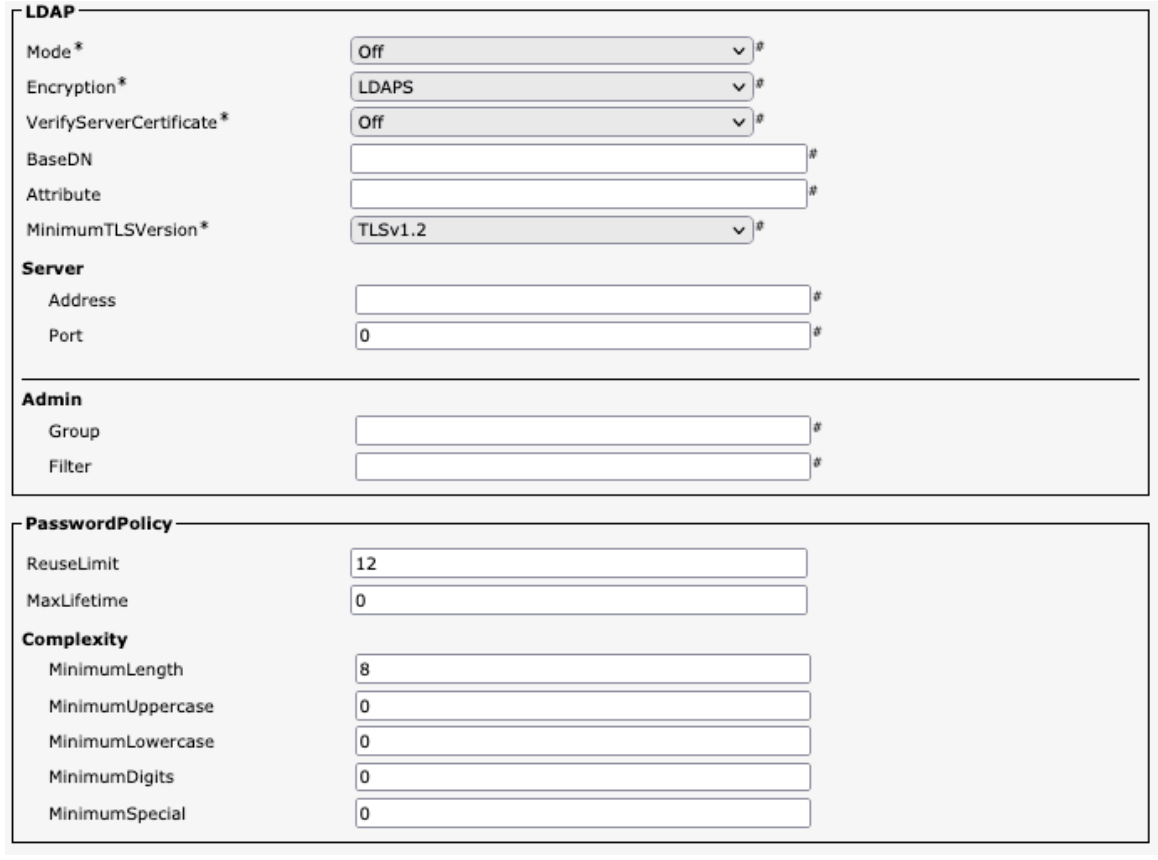
Peripherals



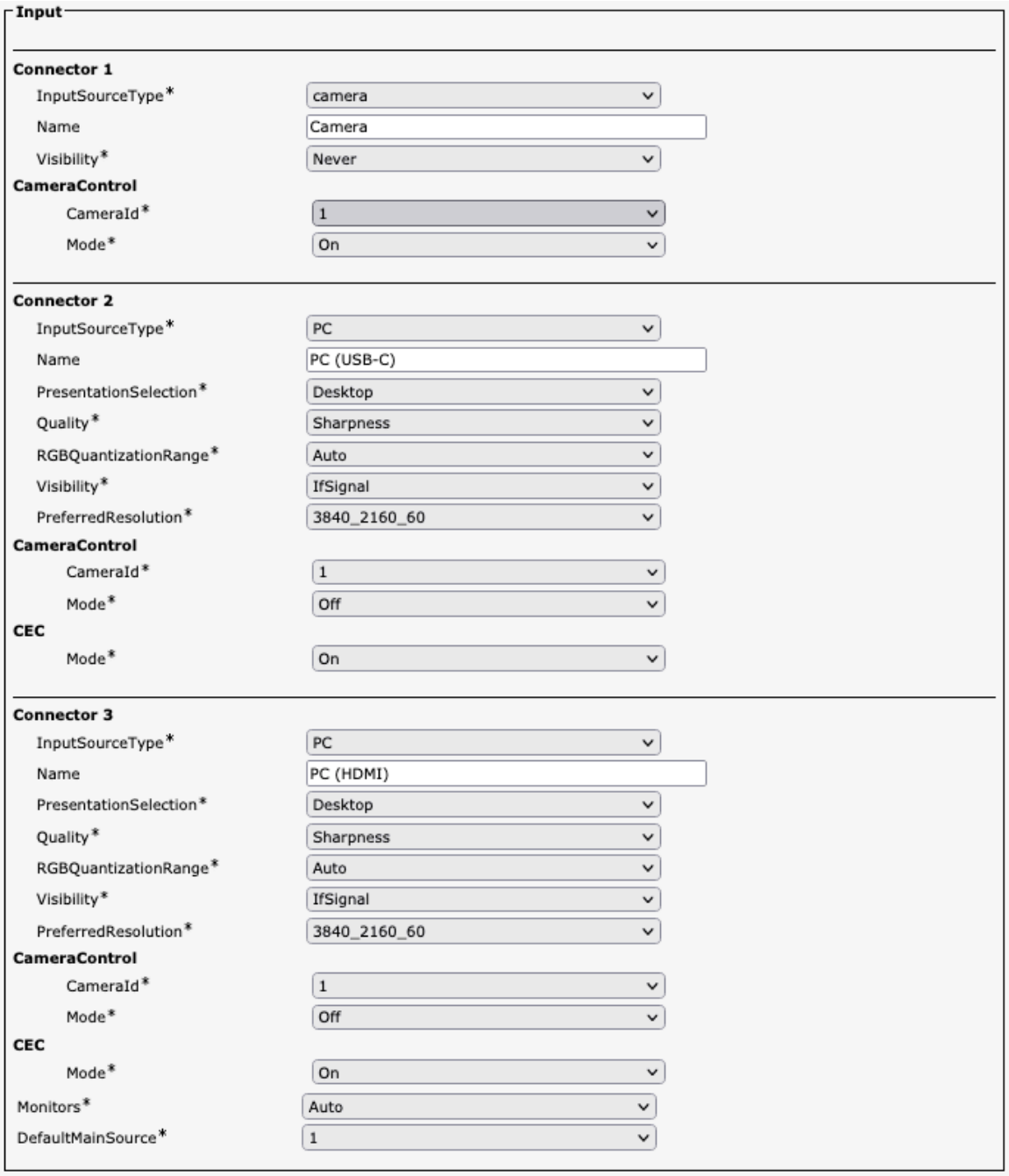
Proximity

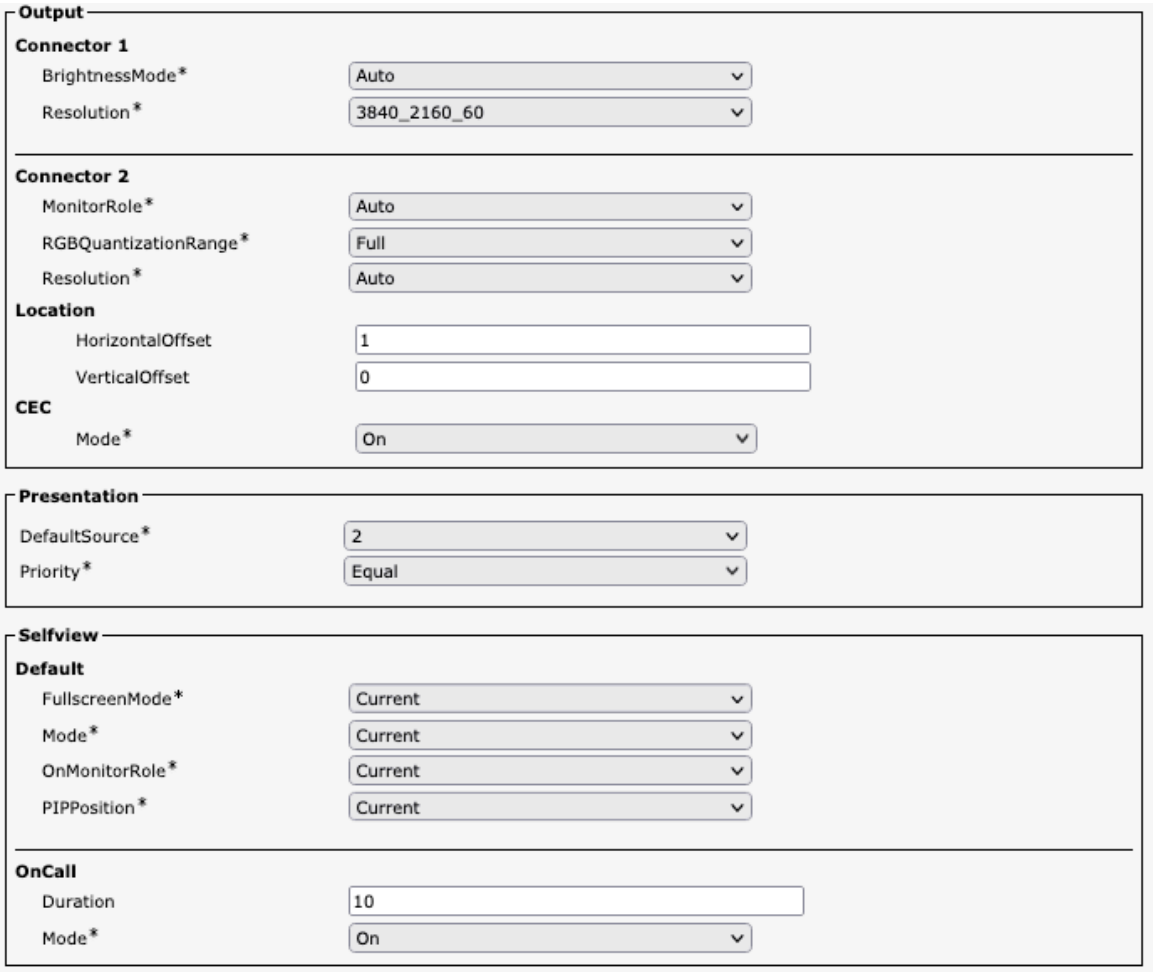


User Management

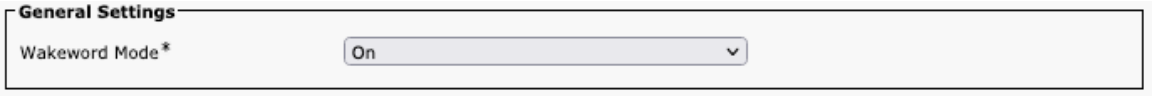


Video


Input
Connector 1
InputSourceType*
camera
Name
Camera
Visibility*
Never
CameraControl
CameraId*
1
Mode*
On
Connector 2
InputSourceType*
PC
Name
PC (USB-C)
PresentationSelection*
Desktop
Quality*
Sharpness
RGBQuantizationRange*
Auto
Visibility*
IfSignal
PreferredResolution*
3840_2160_60
CameraControl
CameraId*
1
Mode*
Off
CEC
Mode*
On
Connector 3
InputSourceType*
PC
Name
PC (HDMI)
PresentationSelection*
Desktop
Quality*
Sharpness
RGBQuantizationRange*
Auto
Visibility*
IfSignal
PreferredResolution*
3840_2160_60
CameraControl
CameraId*
1
Mode*
Off
CEC
Mode*
On
Monitors*
Auto
DefaultMainSource*
1

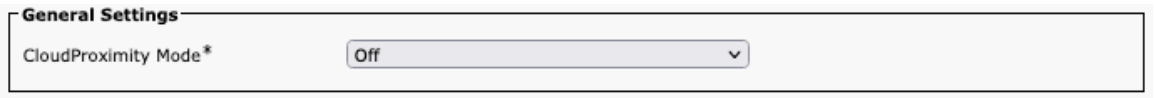


Voice Control

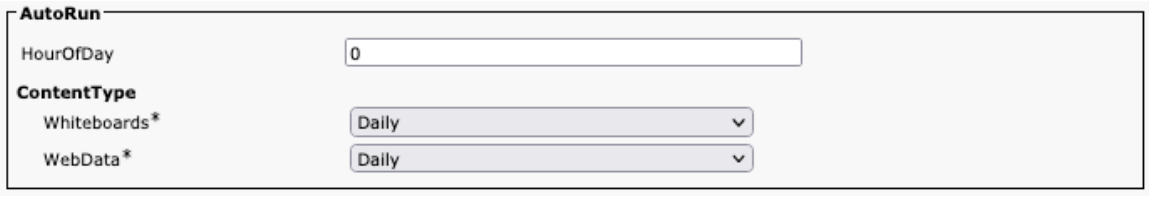


Web Engine

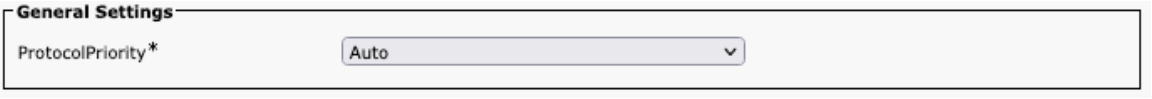
Webex



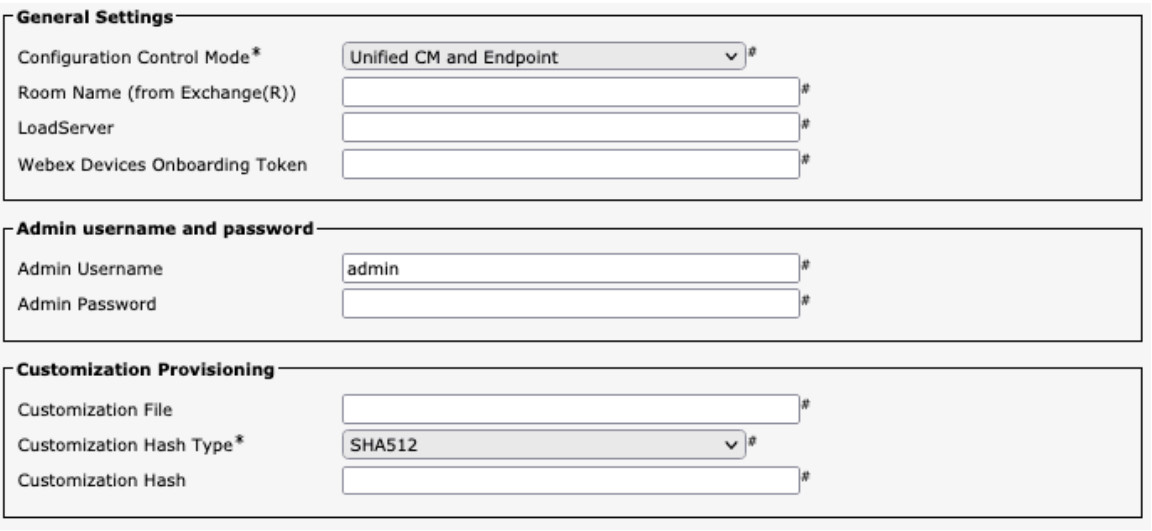
Room Cleanup



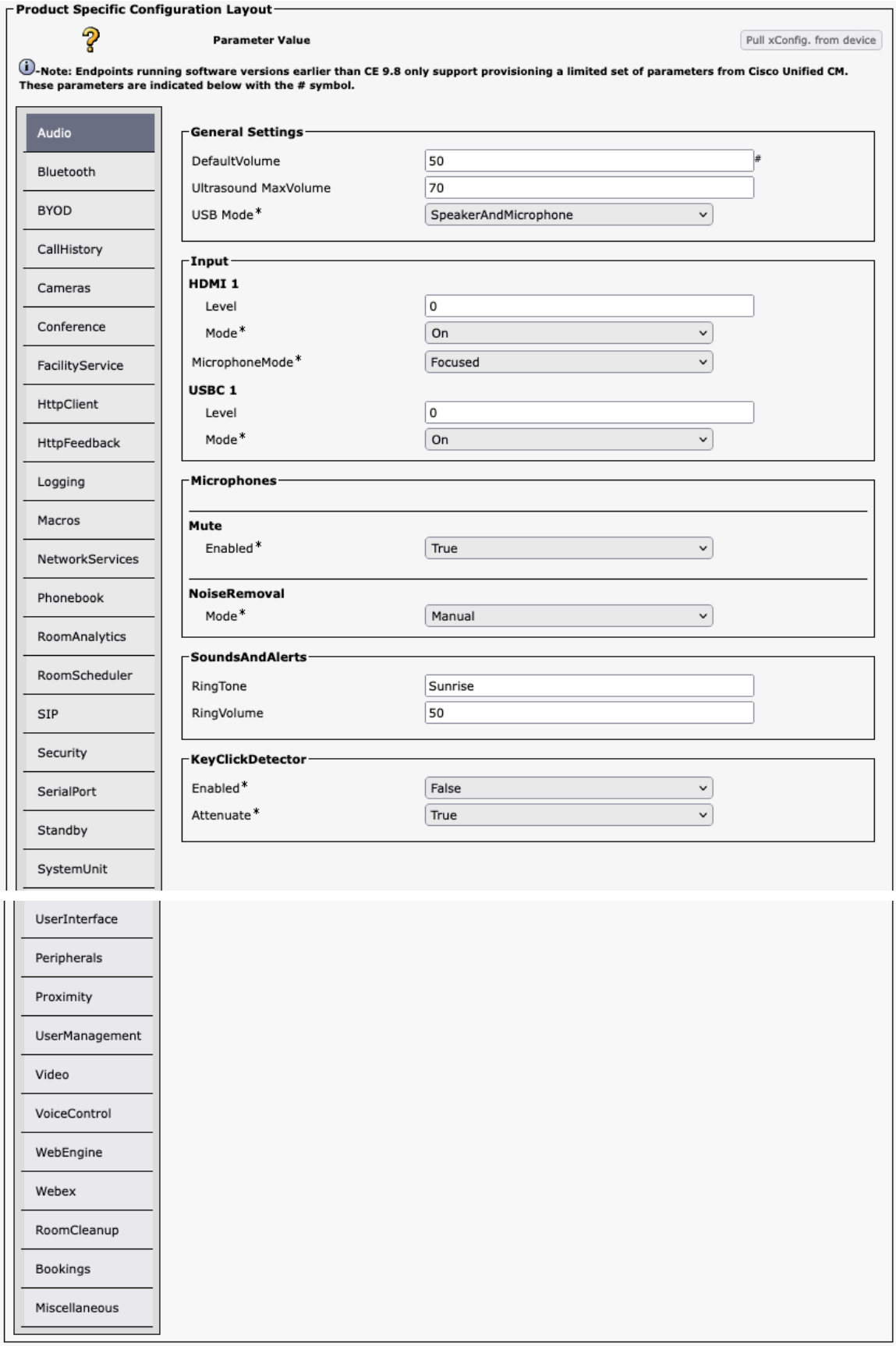
Bookings



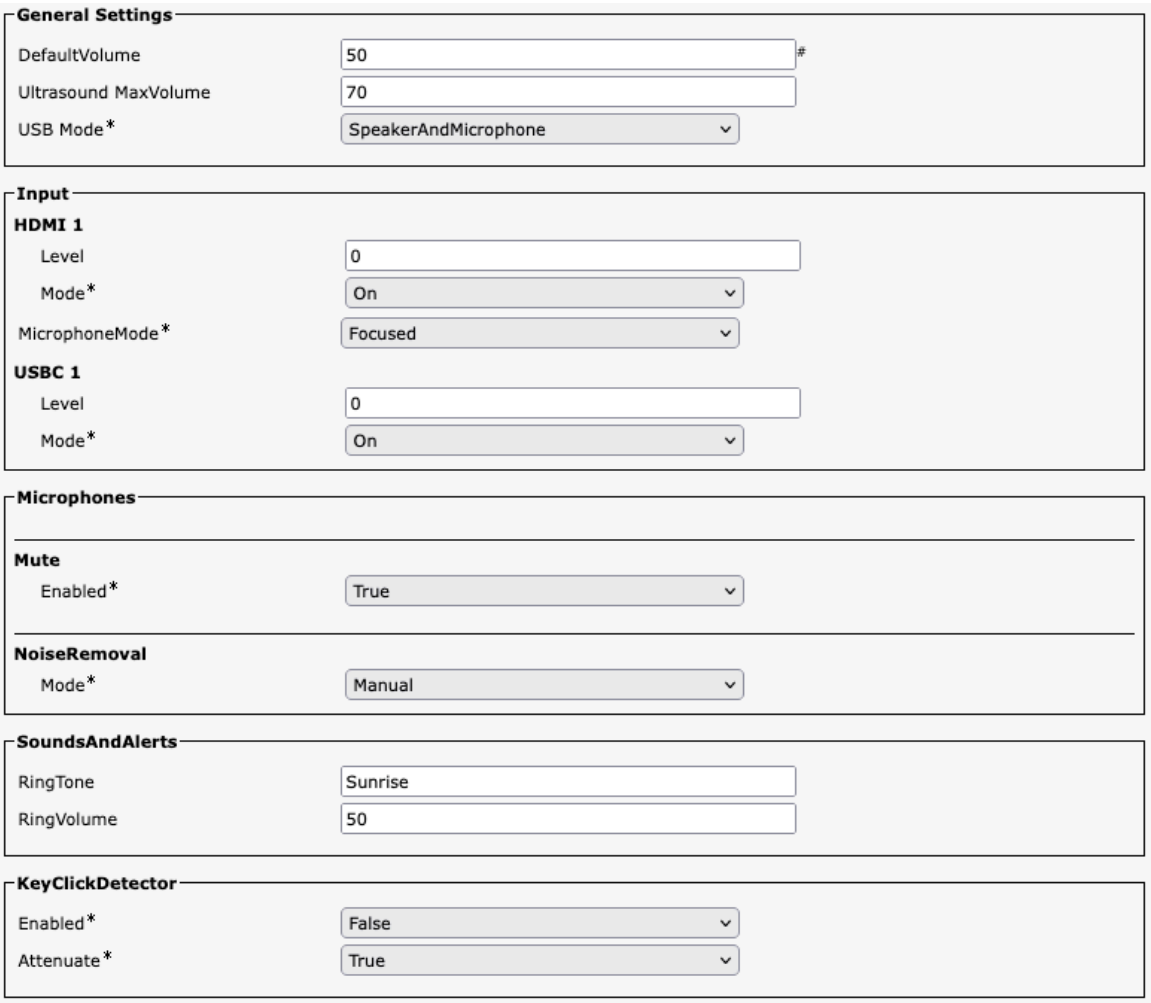
Miscellaneous



Webex Desk Limited Edition Configuration Options (versions 12.5 and later)

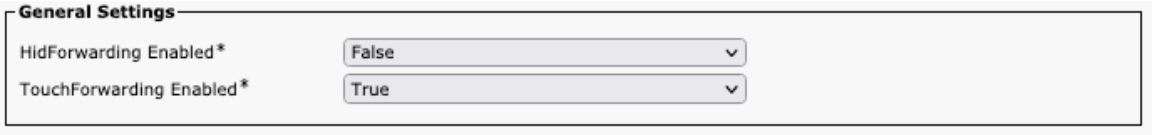

Product Specific Configuration Layout
Parameter Value
Pull xConfig. from device
-Note: Endpoints running software versions earlier than CE 9.8 only support provisioning a limited set of parameters from Cisco Unified CM. These parameters are indicated below with the # symbol.
Audio
Bluetooth
BYOD
CallHistory
Cameras
Conference
FacilityService
HttpClient
HttpFeedback
Logging
Macros
NetworkServices
Phonebook
RoomAnalytics
RoomScheduler
SIP
Security
SerialPort
Standby
SystemUnit
UserInterface
Peripherals
Proximity
UserManagement
Video
VoiceControl
WebEngine
Webex
RoomCleanup
Bookings
Miscellaneous
General Settings
DefaultVolume 50 #
Ultrasound MaxVolume 70
USB Mode* SpeakerAndMicrophone
Input
HDMI 1
Level 0
Mode* On
MicrophoneMode* Focused
USBC 1
Level 0
Mode* On
Microphones
Mute
Enabled* True
NoiseRemoval
Mode* Manual
SoundsAndAlerts
RingTone Sunrise
RingVolume 50
KeyClickDetector
Enabled* False
Attenuate* True

Audio

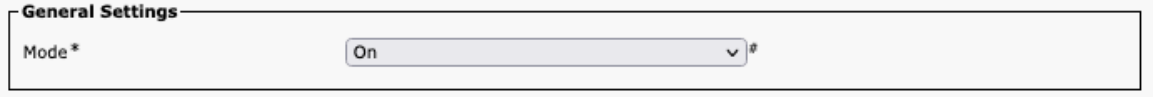


Bluetooth

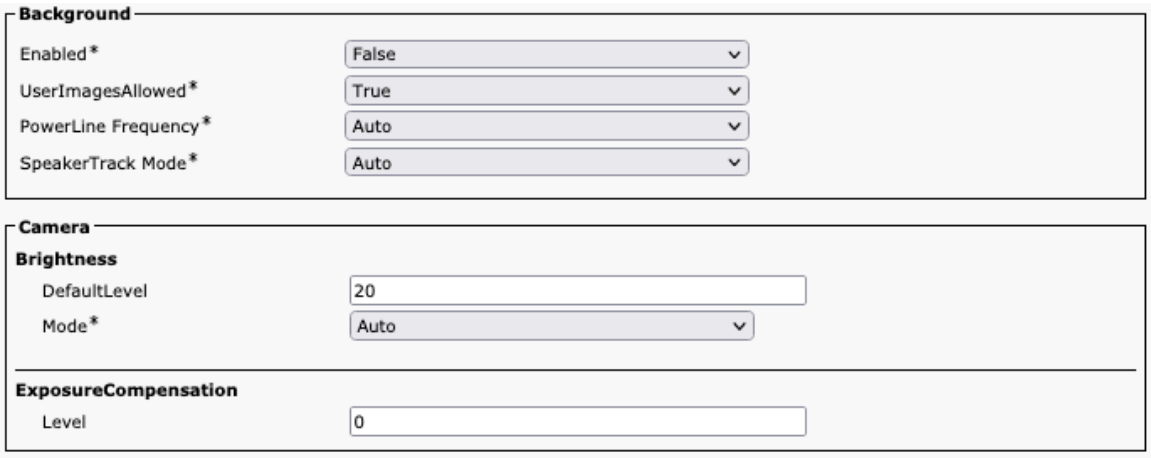
BYOD



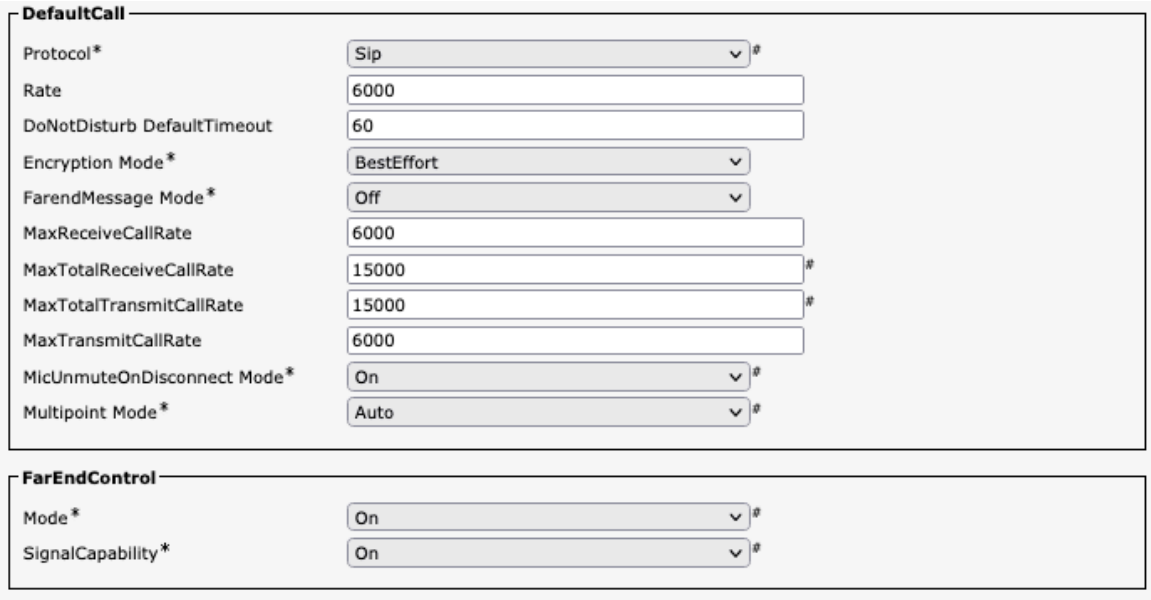
Call History



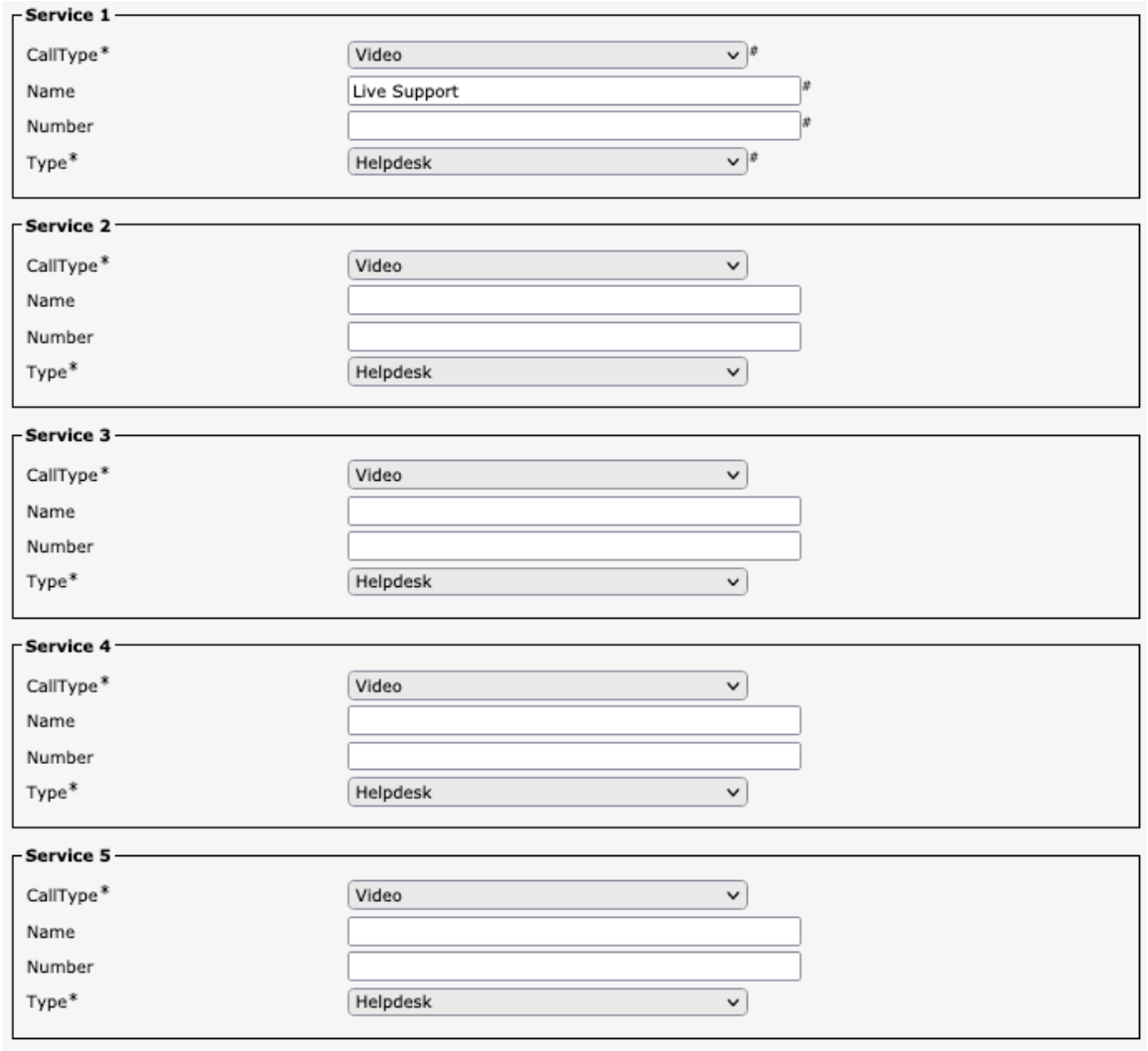
Cameras



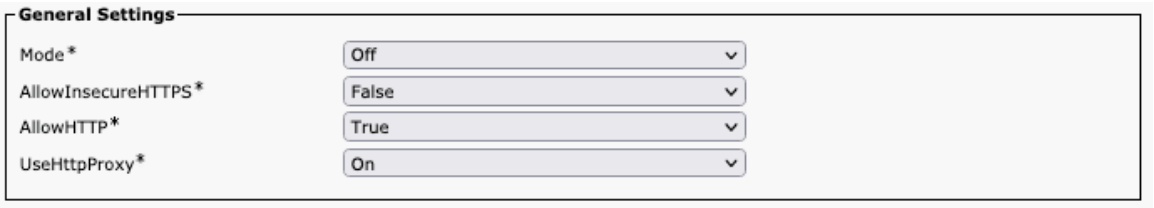
Conference



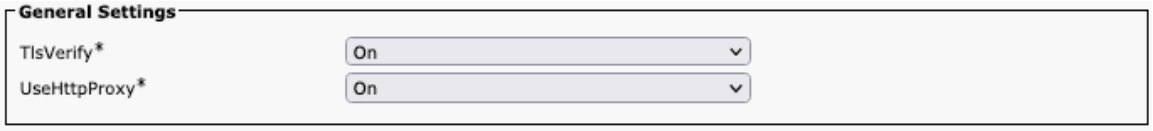
Facility Service



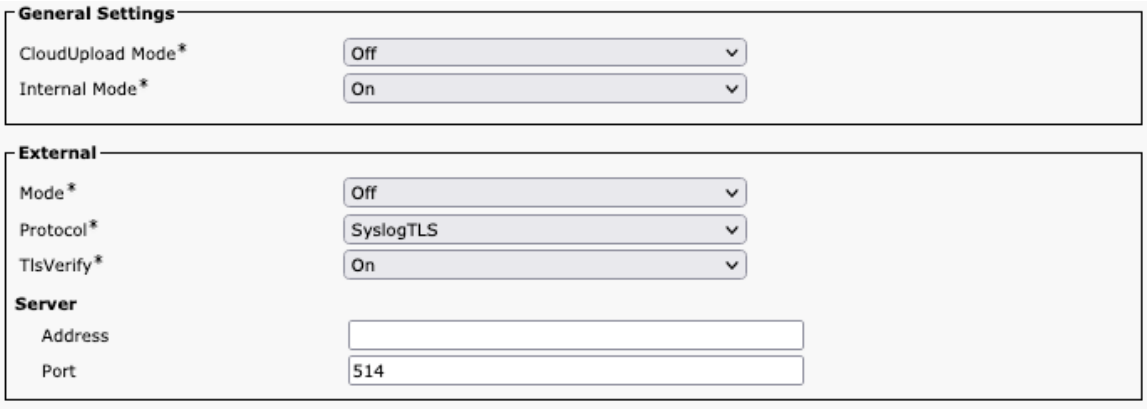
HTTP Client



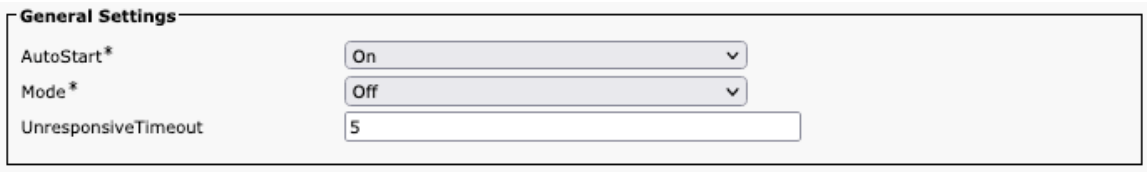
HTTP Feedback



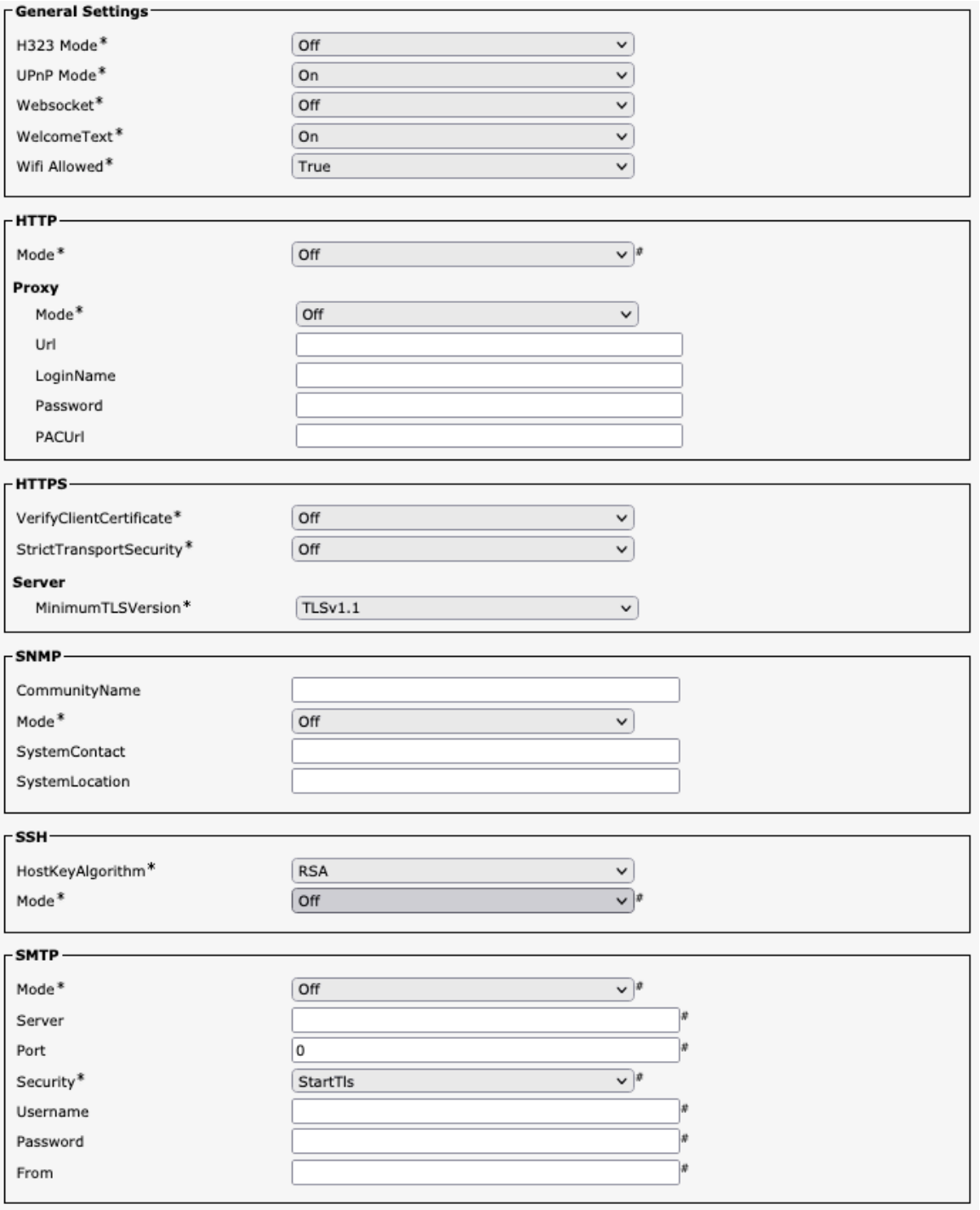
Logging



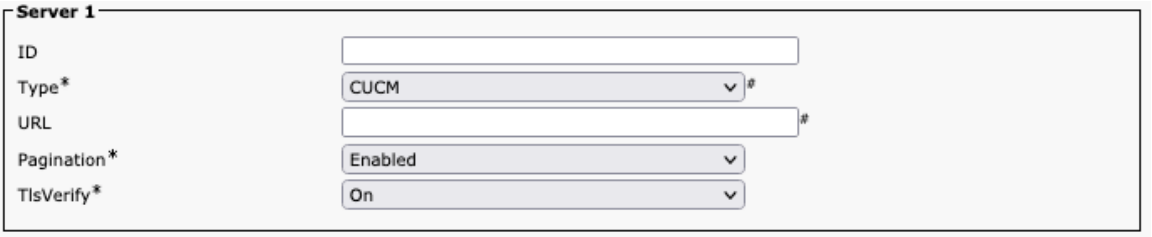
Macros



Network Services


General Settings
H323 Mode*
Off
UPnP Mode*
On
Websocket*
Off
WelcomeText*
On
Wifi Allowed*
True
HTTP
Mode*
Off
Proxy
Mode*
Off
Url
LoginName
Password
PACUrl
HTTPS
VerifyClientCertificate*
Off
StrictTransportSecurity*
Off
Server
MinimumTLSVersion*
TLSv1.1
SNMP
CommunityName
Mode*
Off
SystemContact
SystemLocation
SSH
HostKeyAlgorithm*
RSA
Mode*
Off
SMTP
Mode*
Off
Server
Port
0
Security*
StartTls
Username
Password
From

Phone Book


Server 1
ID
Type*
CUCM
URL
Pagination*
Enabled
TlsVerify*
On

Room Analytics

General Settings

PeopleCountOutOfCall*	Off
PeoplePresenceDetector*	Off

AmbientNoiseEstimation

Mode*	Off
Interval	10

Room Scheduler

General Settings

Enabled*	False

SIP

General Settings

MinimumTLSVersion*	TLSv1.0

Security

Audit

Logging

Mode*	Internal

OnError

Action*	Ignore

Server

Address	
Port	514
PortAssignment*	Auto
Fips Mode*	Off

Session

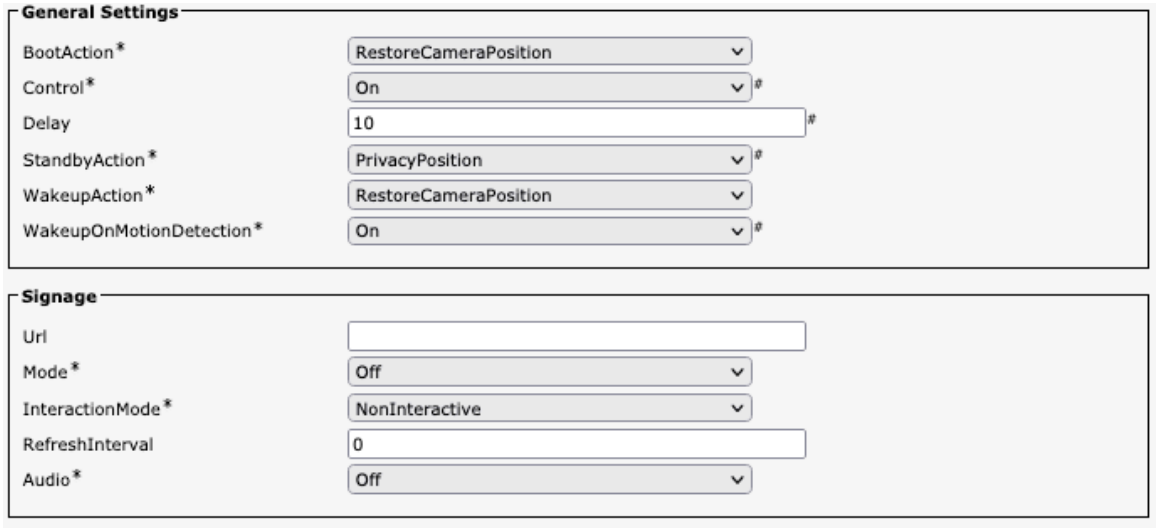
InactivityTimeout	0
ShowLastLogon*	Off
MaxTotalSessions	20
MaxSessionsPerUser	20
MaxFailedLogins	0
FailedLoginsLockoutTime	60

Serial Port

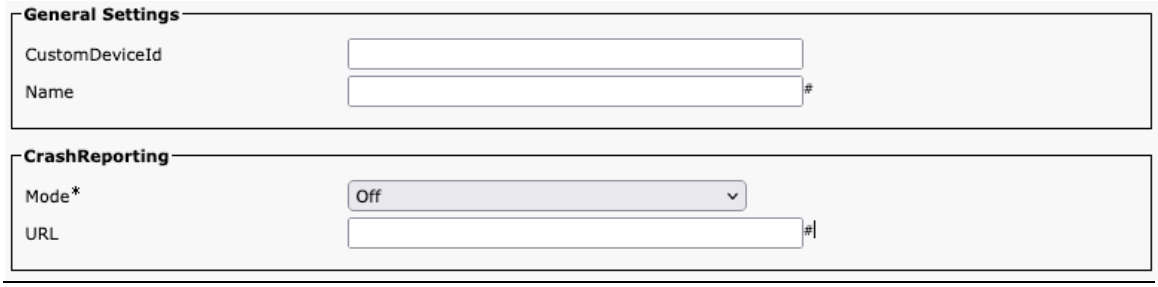
General Settings

BaudRate*	115200
LoginRequired*	On #
Mode*	On #

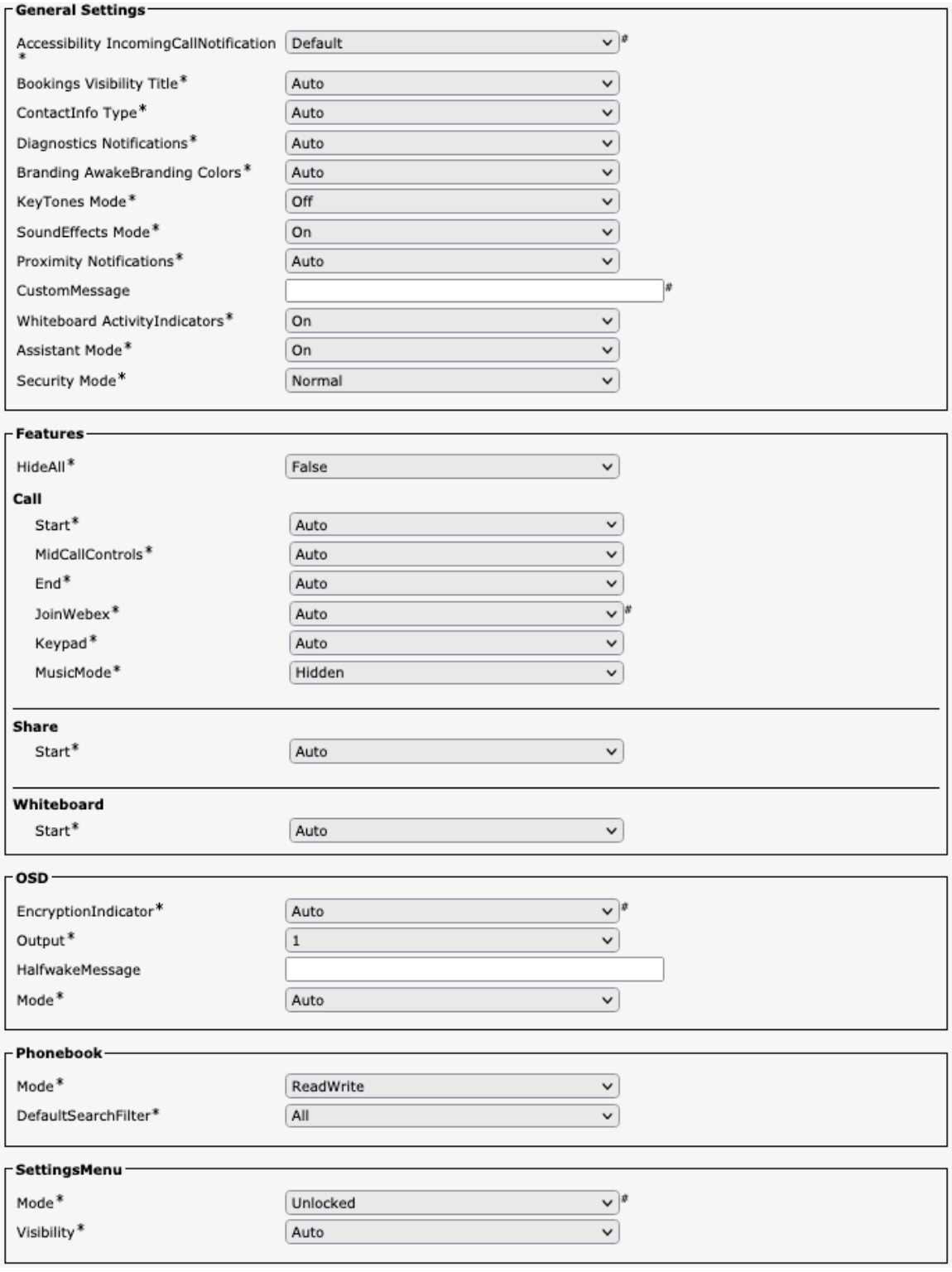
Standby



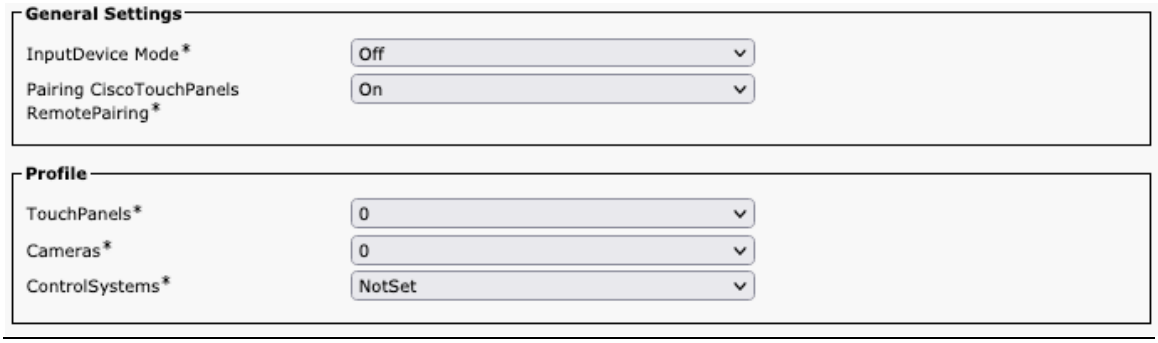
System Unit



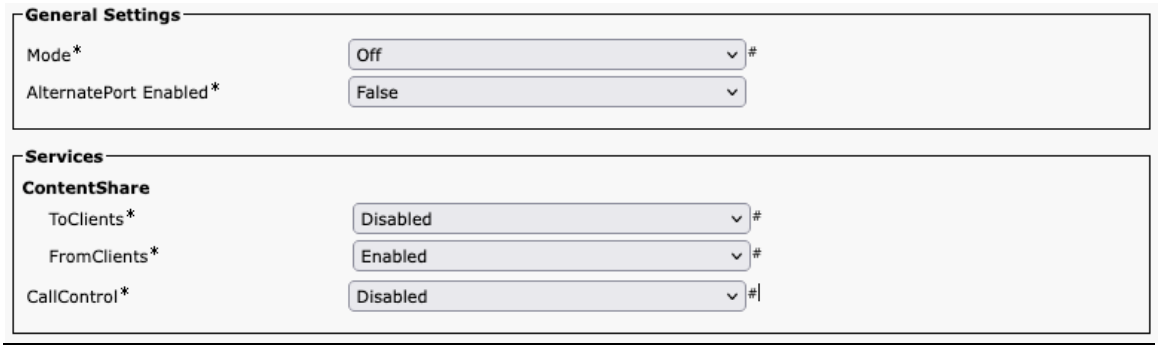
User Interface



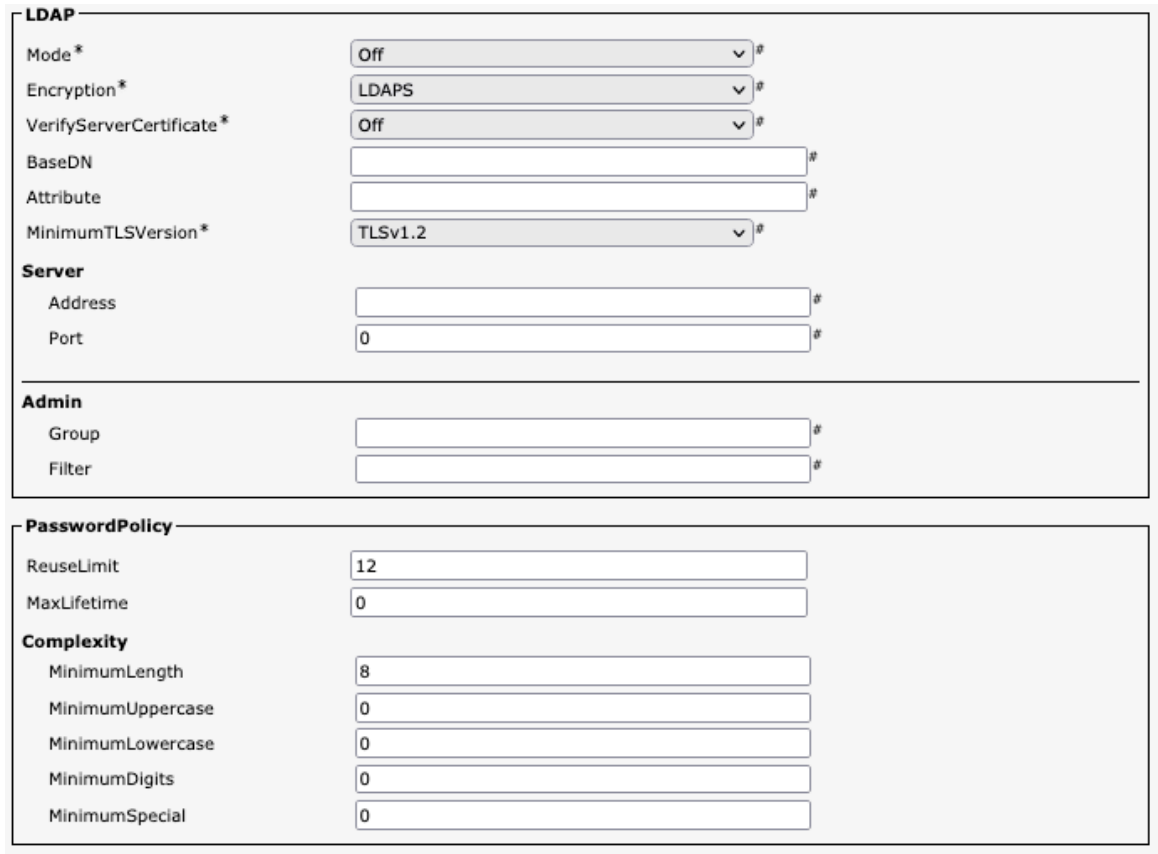
Peripherals



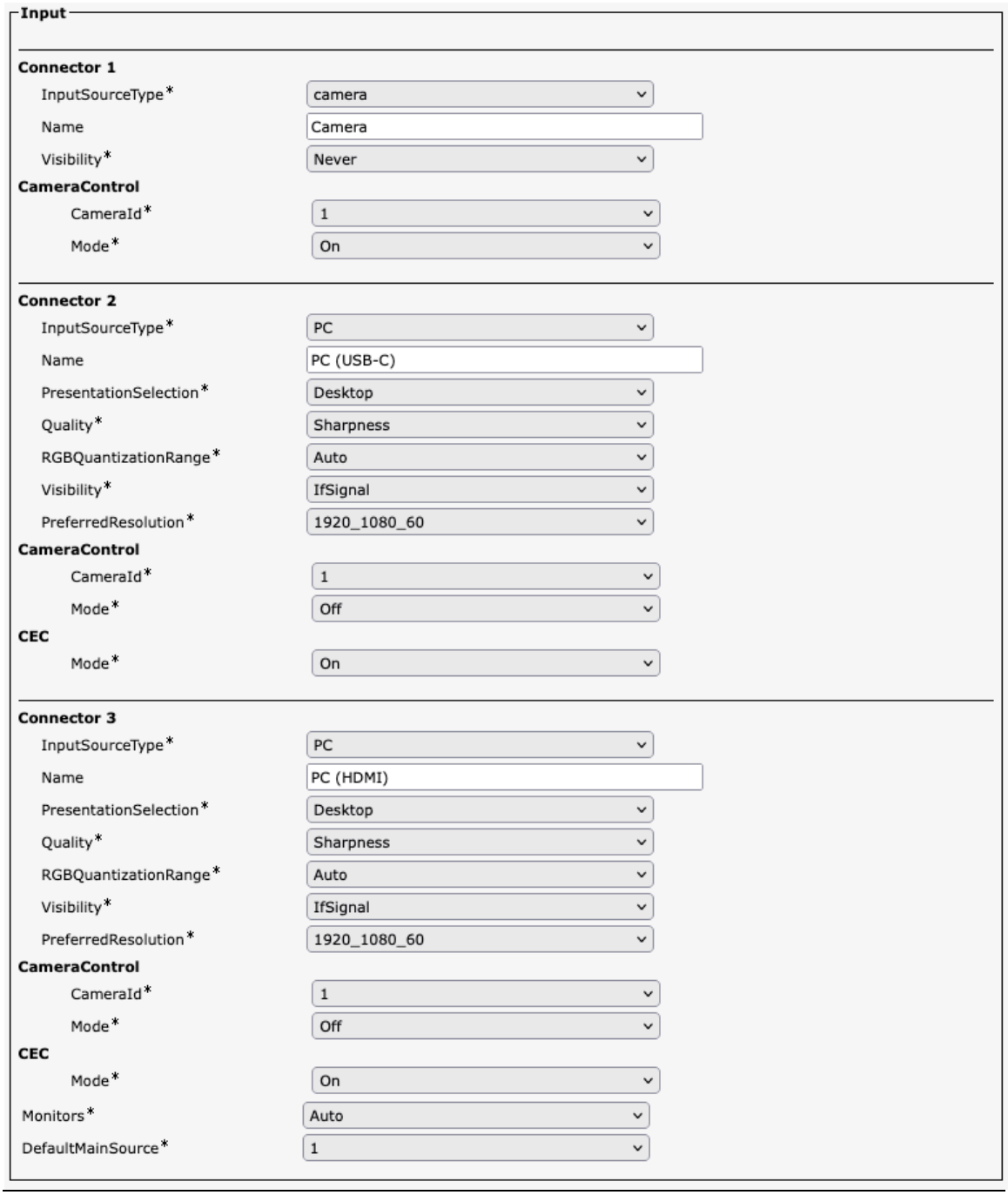
Proximity

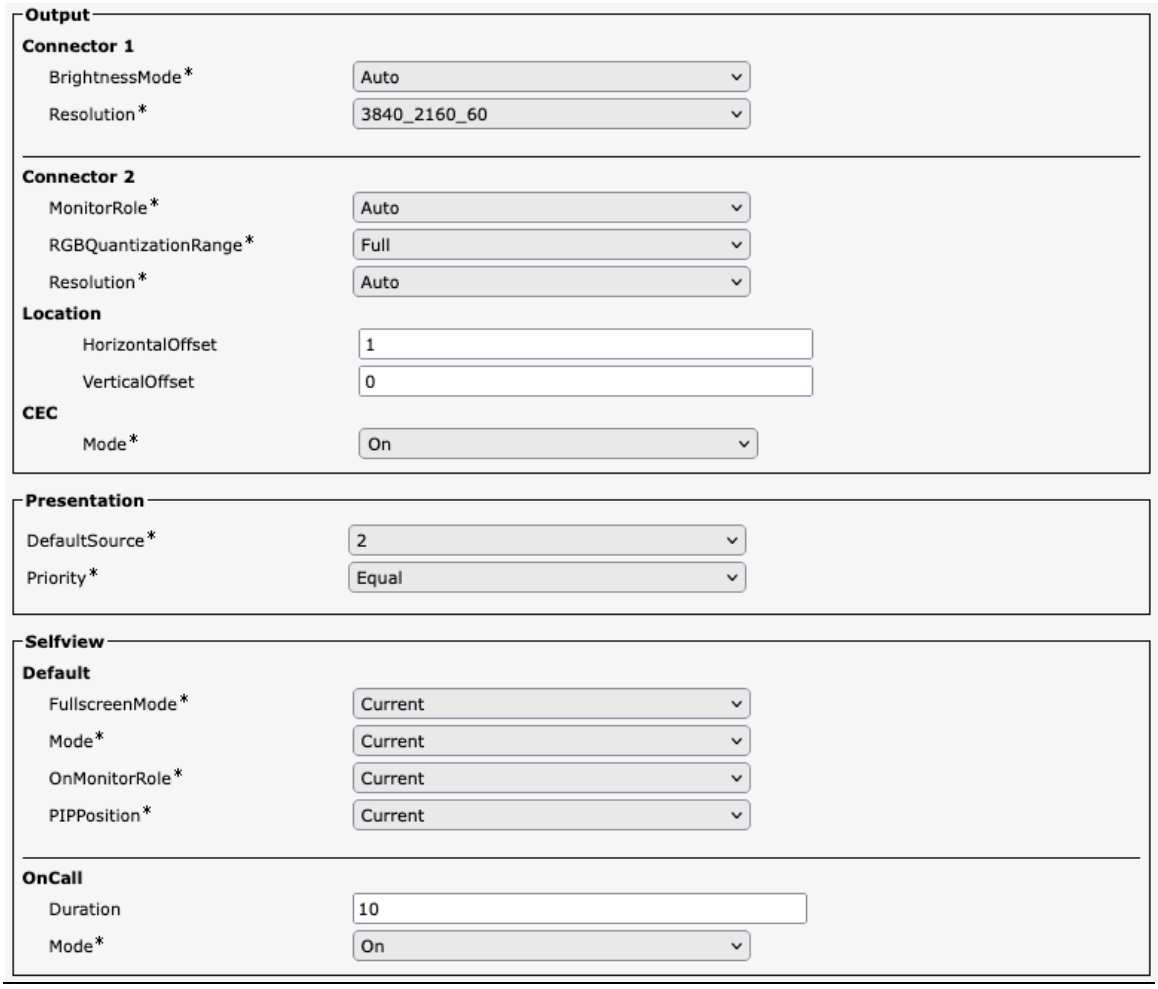


User Management

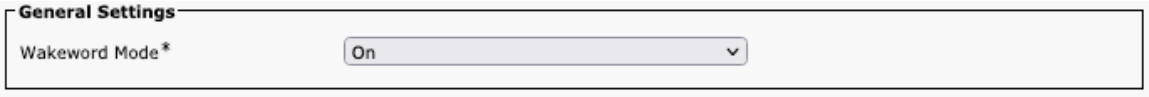


Video


Input
Connector 1
InputSourceType*
camera
Name
Camera
Visibility*
Never
CameraControl
CameraId*
1
Mode*
On
Connector 2
InputSourceType*
PC
Name
PC (USB-C)
PresentationSelection*
Desktop
Quality*
Sharpness
RGBQuantizationRange*
Auto
Visibility*
IfSignal
PreferredResolution*
1920_1080_60
CameraControl
CameraId*
1
Mode*
Off
CEC
Mode*
On
Connector 3
InputSourceType*
PC
Name
PC (HDMI)
PresentationSelection*
Desktop
Quality*
Sharpness
RGBQuantizationRange*
Auto
Visibility*
IfSignal
PreferredResolution*
1920_1080_60
CameraControl
CameraId*
1
Mode*
Off
CEC
Mode*
On
Monitors*
Auto
DefaultMainSource*
1

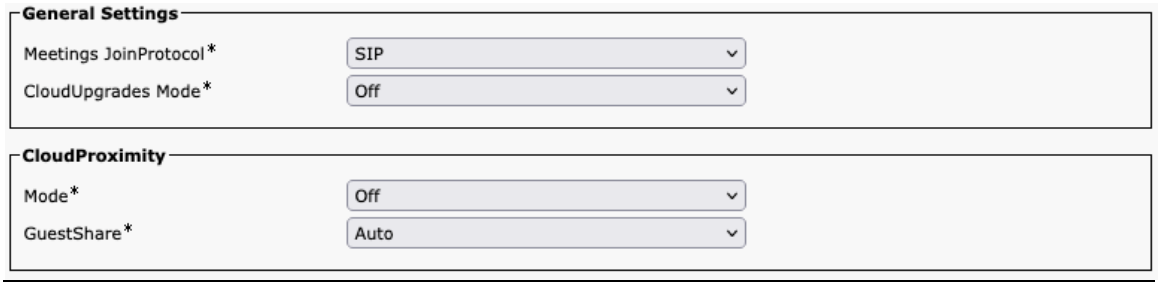


Voice Control

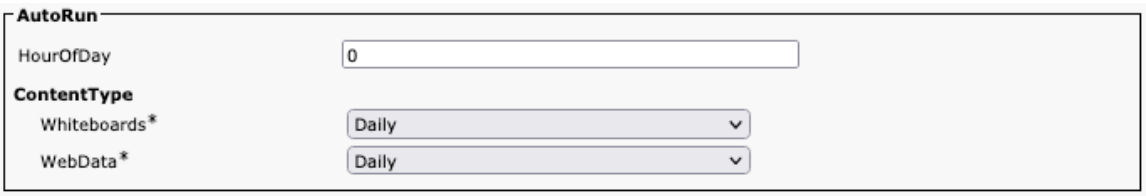


Web Engine

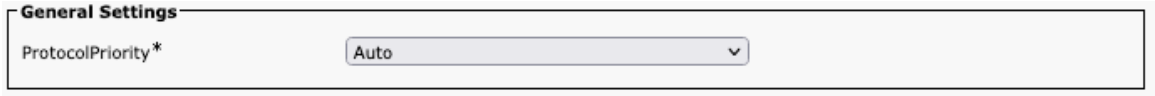
Webex



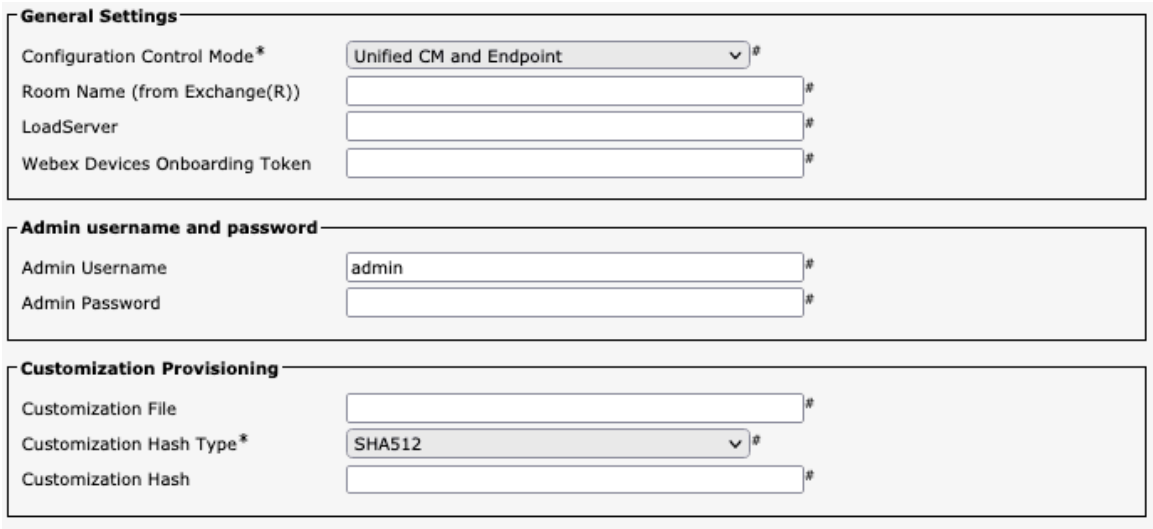
Room Cleanup



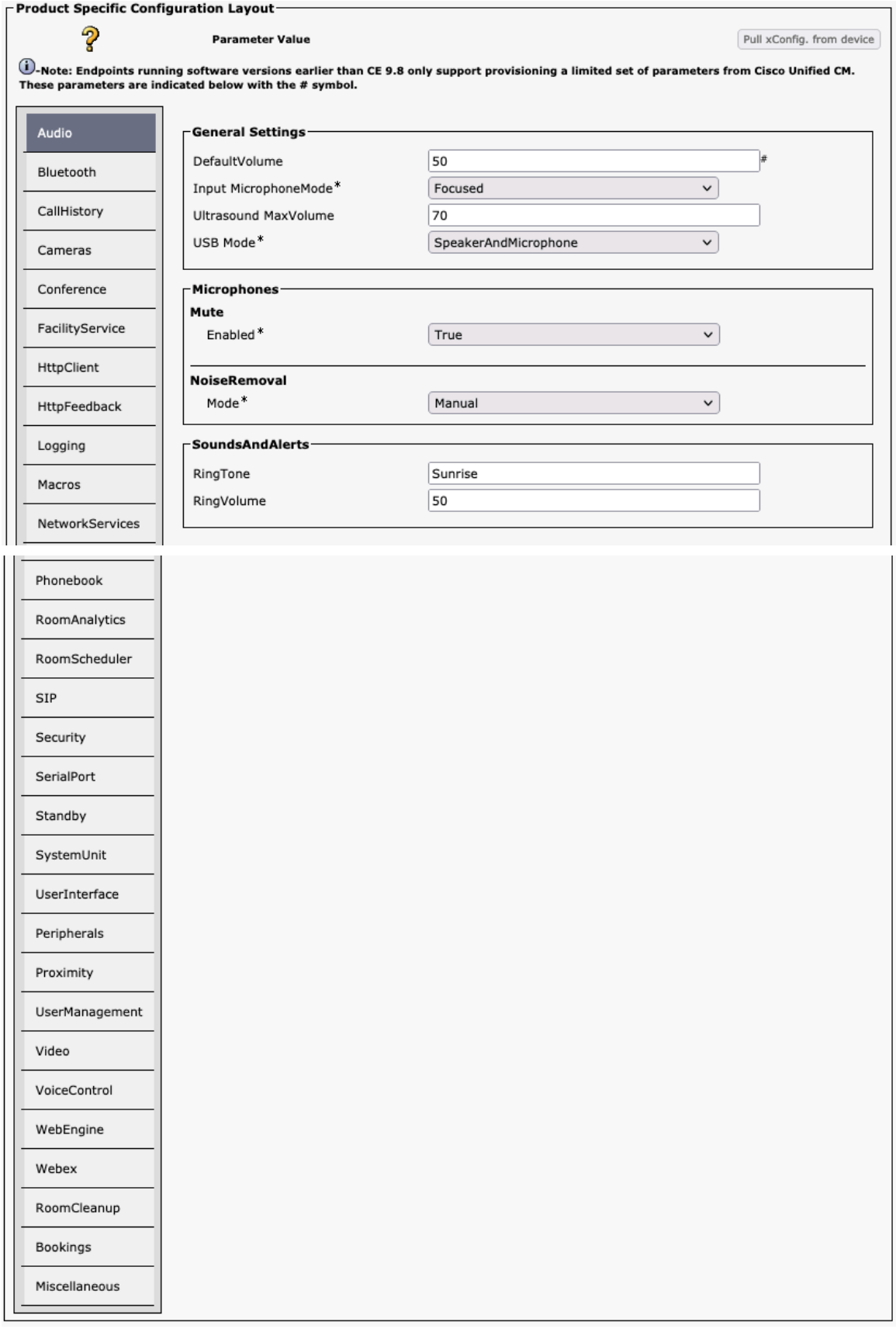
Bookings



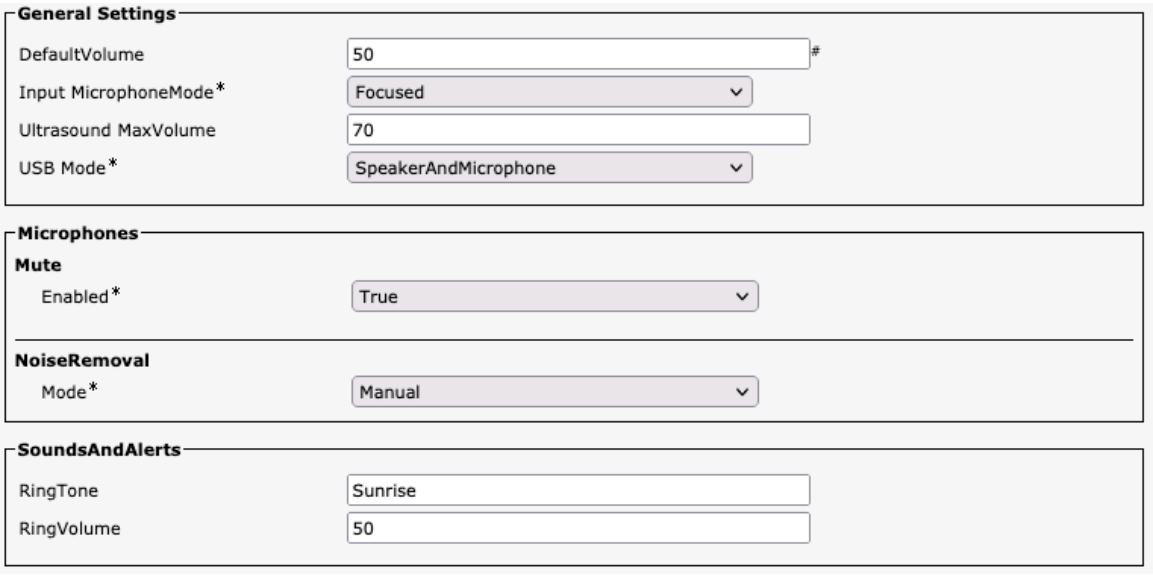
Miscellaneous



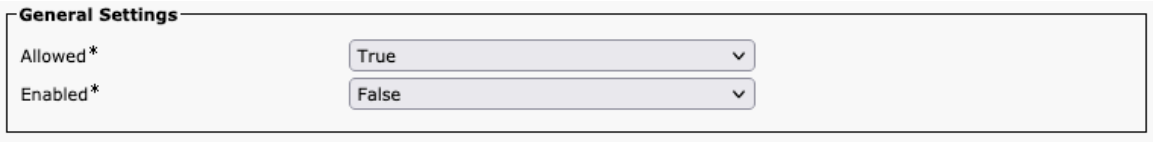
Webex Desk Configuration Options (versions 12.5 and later)


Product Specific Configuration Layout
Parameter Value
Pull xConfig. from device
Note: Endpoints running software versions earlier than CE 9.8 only support provisioning a limited set of parameters from Cisco Unified CM. These parameters are indicated below with the # symbol.
Audio
Bluetooth
CallHistory
Cameras
Conference
FacilityService
HttpClient
HttpFeedback
Logging
Macros
NetworkServices
Phonebook
RoomAnalytics
RoomScheduler
SIP
Security
SerialPort
Standby
SystemUnit
UserInterface
Peripherals
Proximity
UserManagement
Video
VoiceControl
WebEngine
Webex
RoomCleanup
Bookings
Miscellaneous
General Settings
DefaultVolume
50
#
Input MicrophoneMode*
Focused
Ultrasound MaxVolume
70
USB Mode*
SpeakerAndMicrophone
Microphones
Mute
Enabled*
True
NoiseRemoval
Mode*
Manual
SoundsAndAlerts
RingTone
Sunrise
RingVolume
50

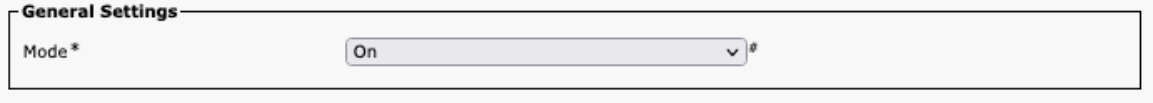
Audio



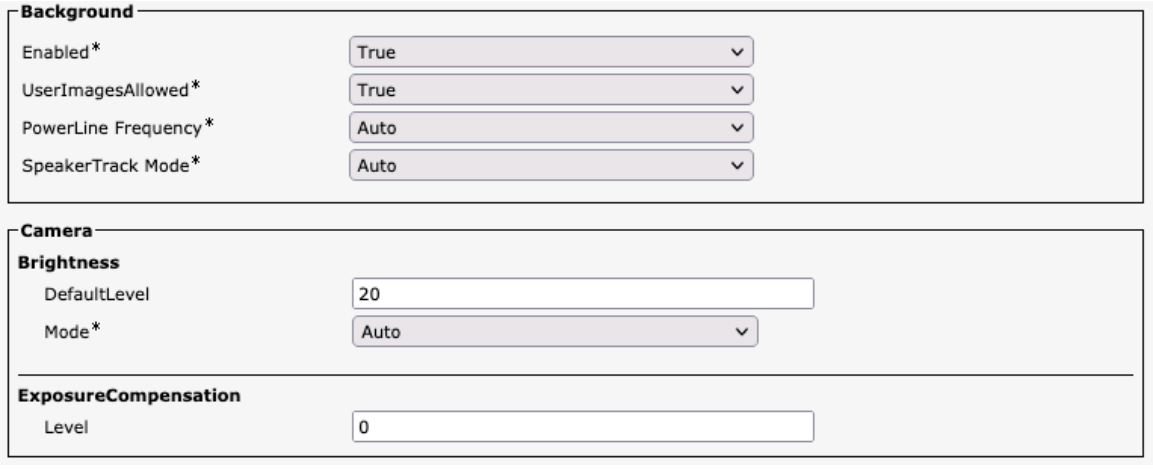
Bluetooth



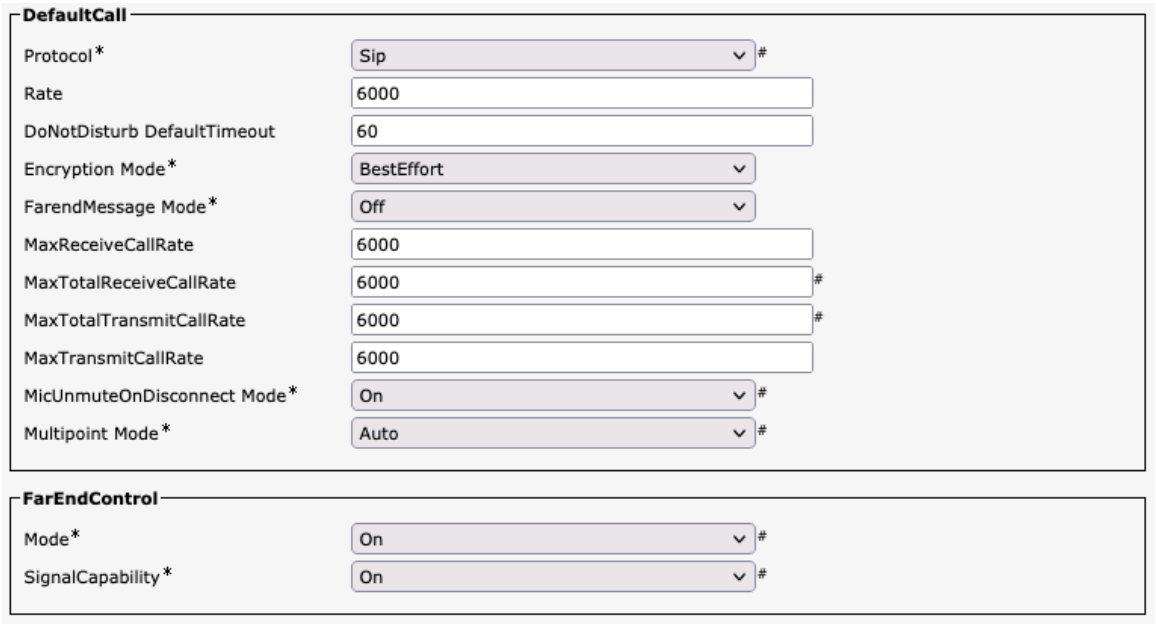
Call History



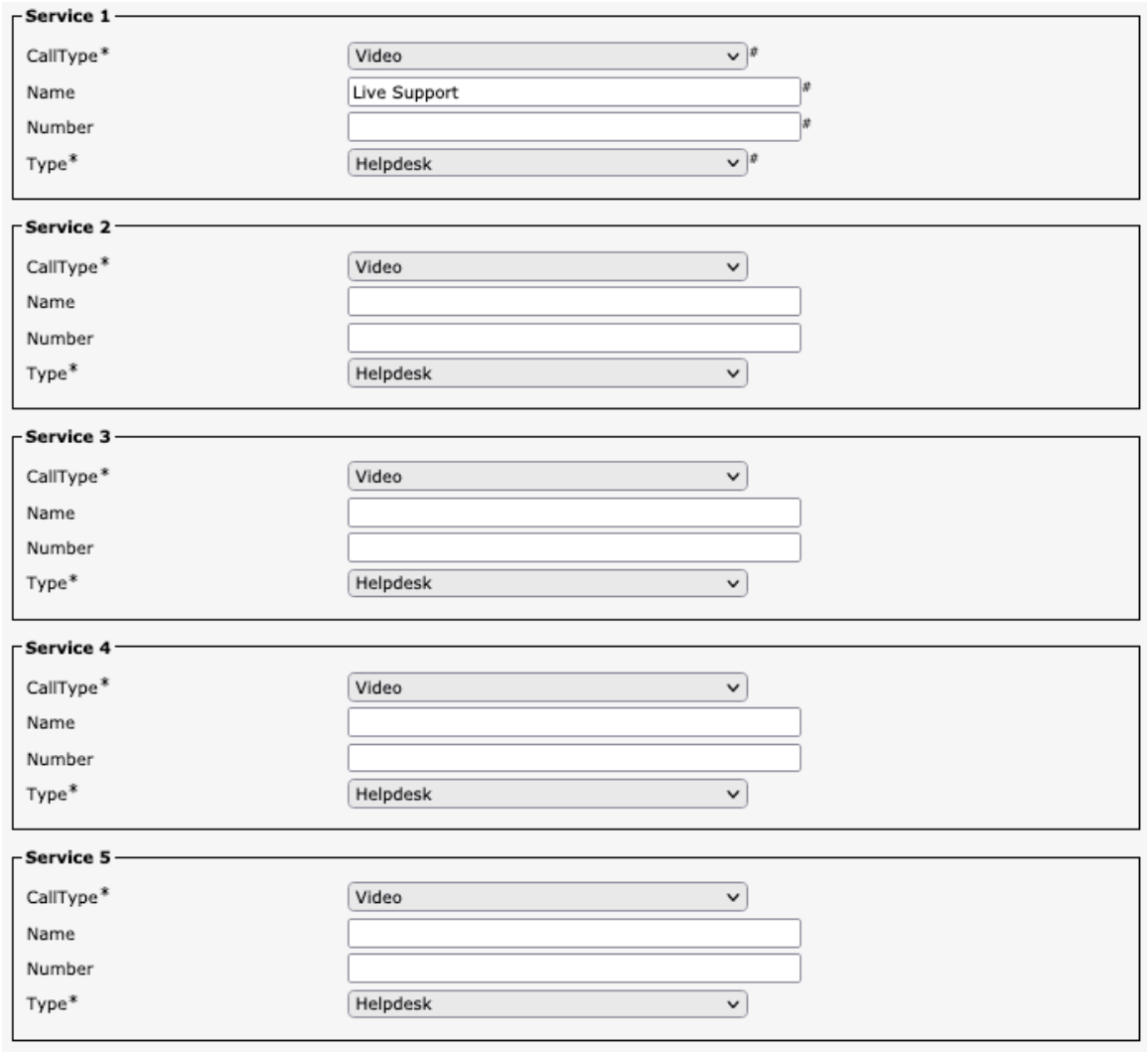
Cameras



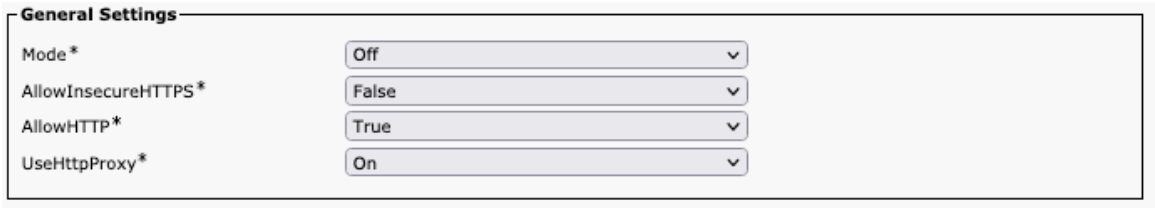
Conference



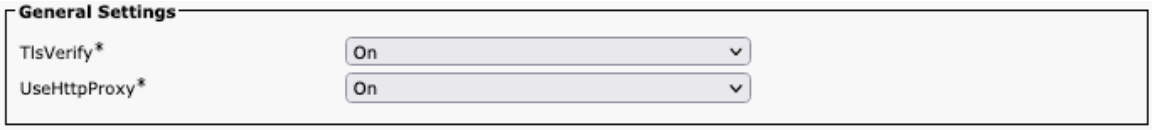
Facility Service



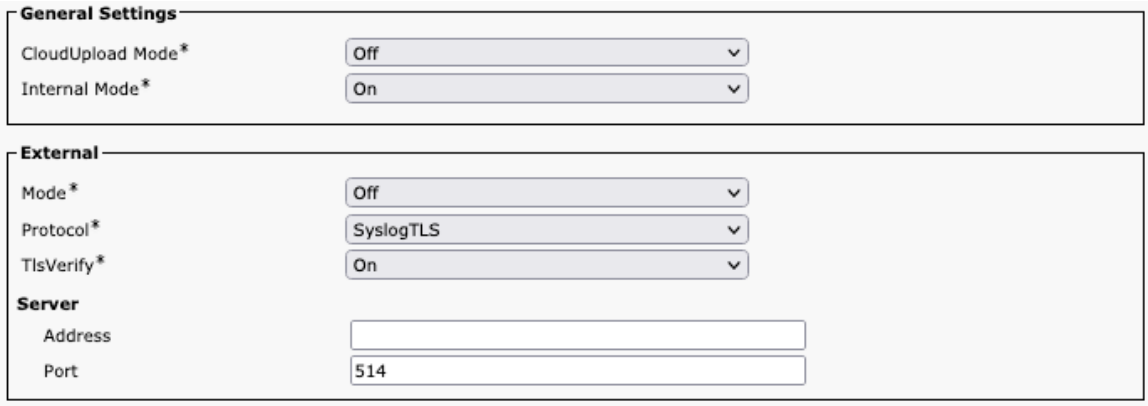
HTTP Client



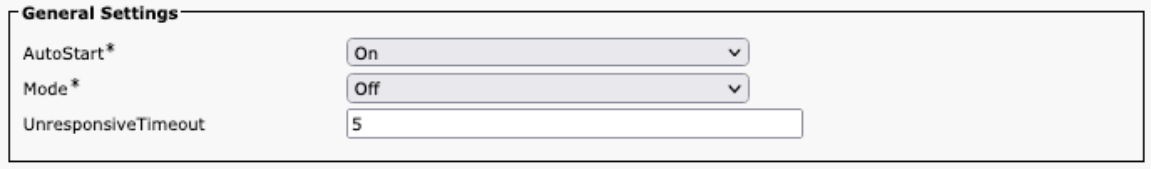
HTTP Feedback



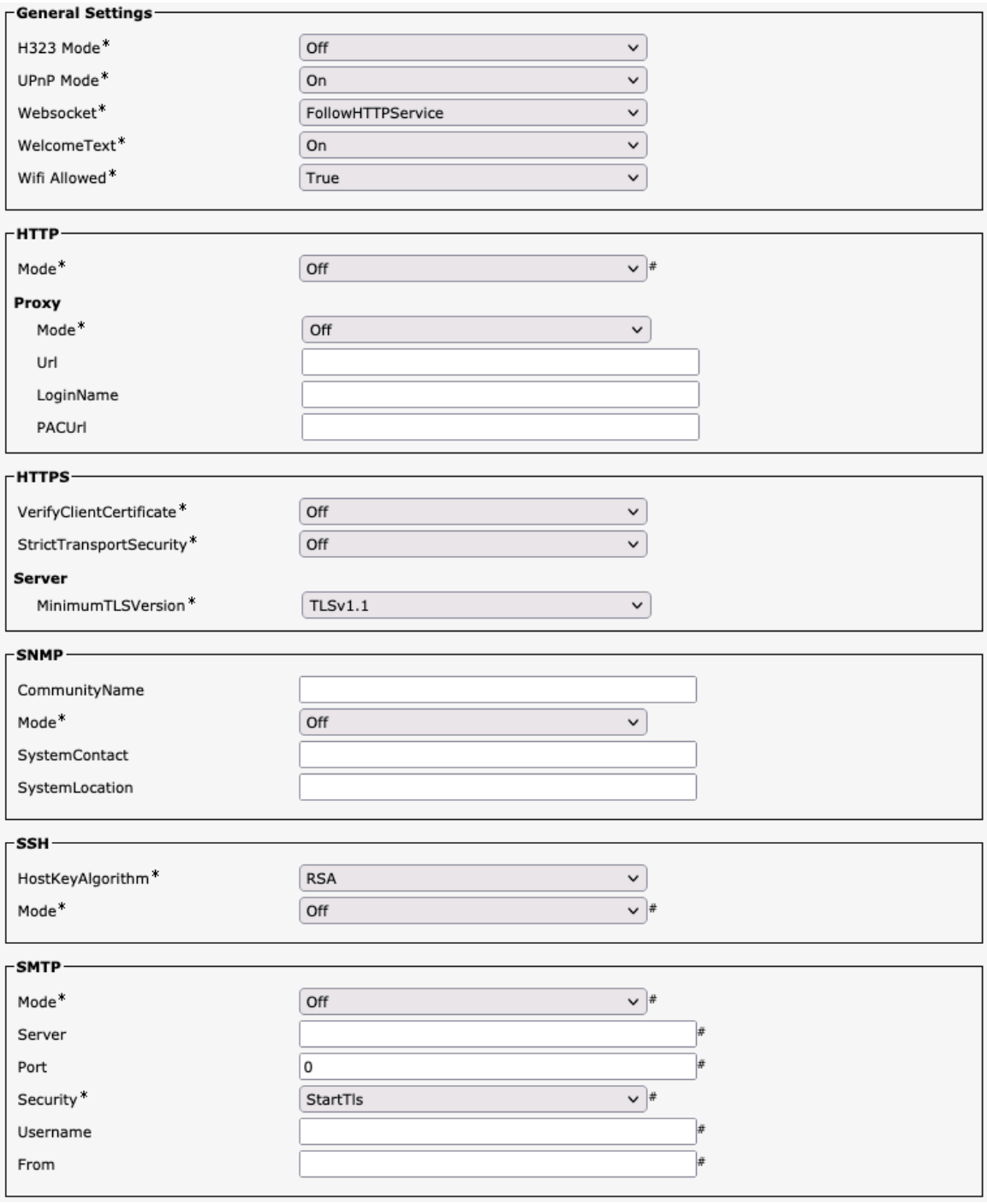
Logging



Macros

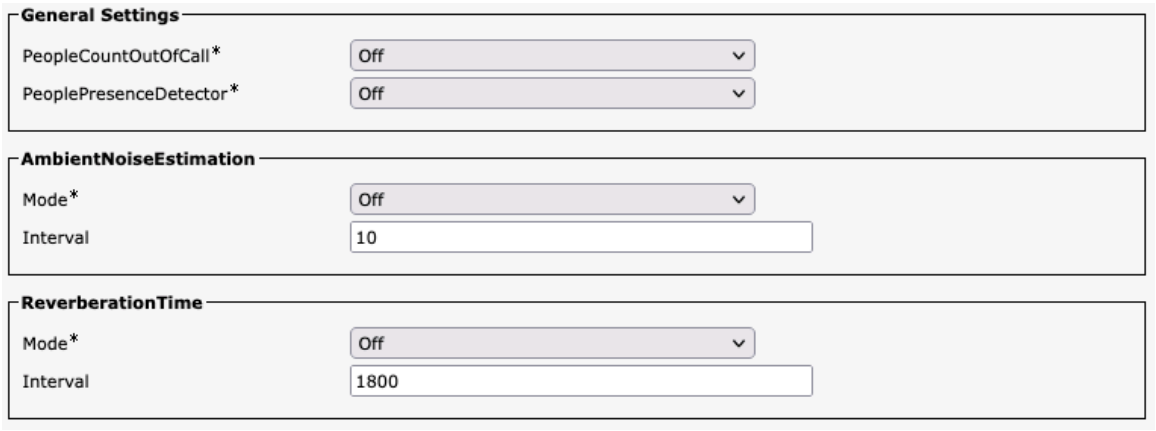


Network Services

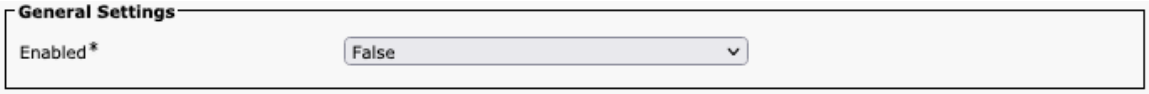


Phone Book

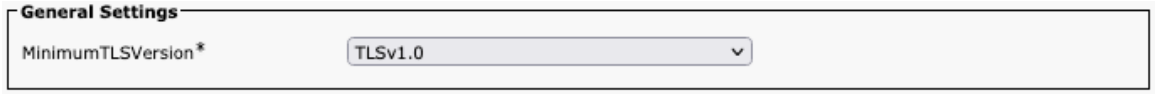
Room Analytics



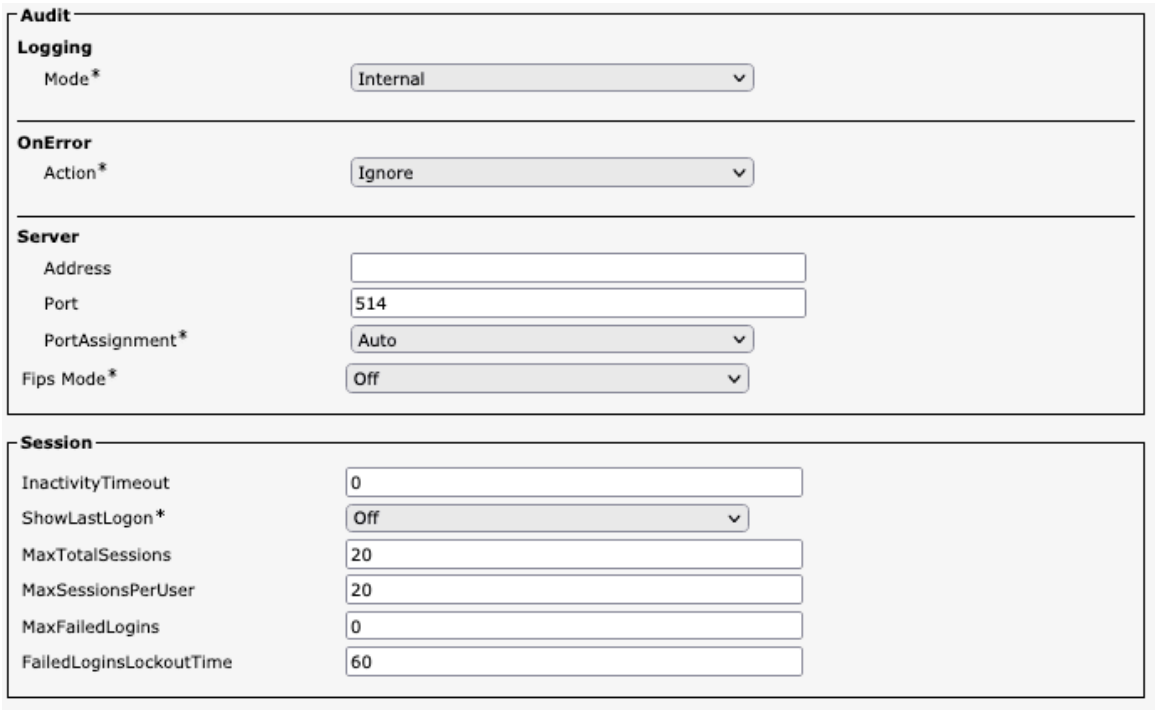
Room Scheduler



SIP

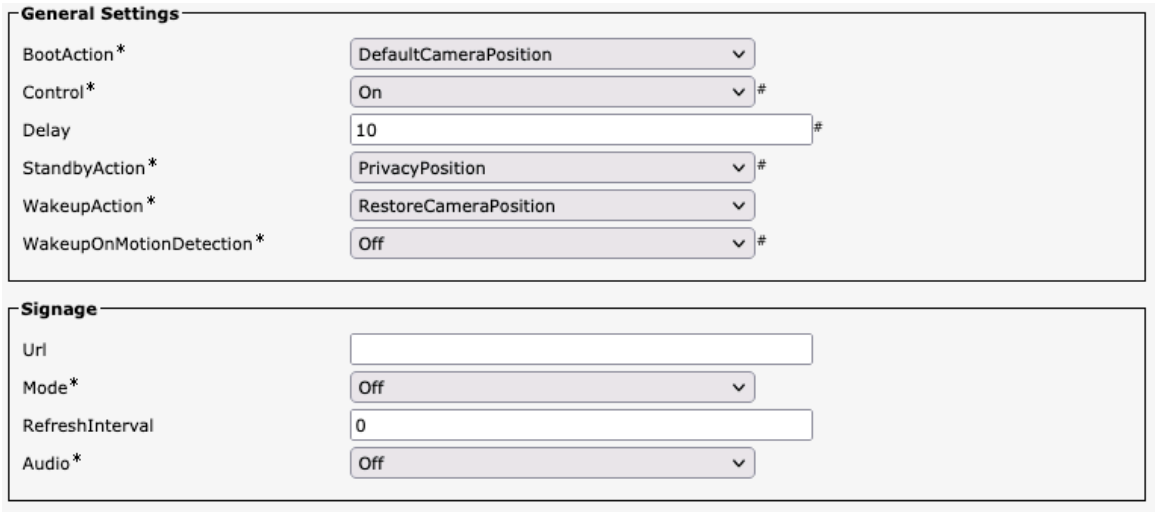


Security

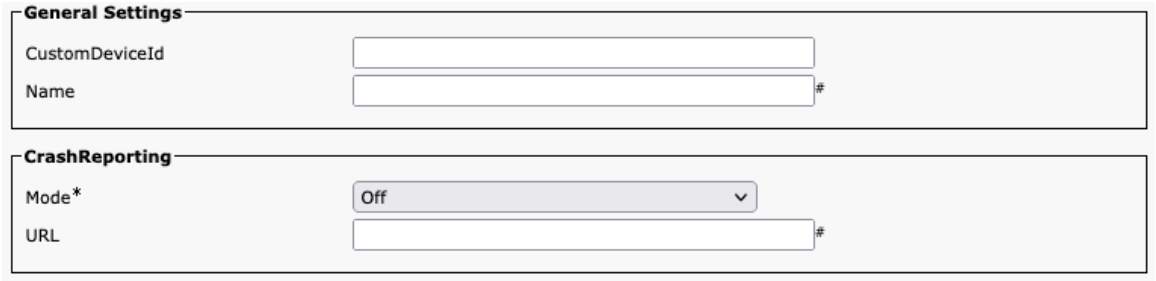


Serial Port

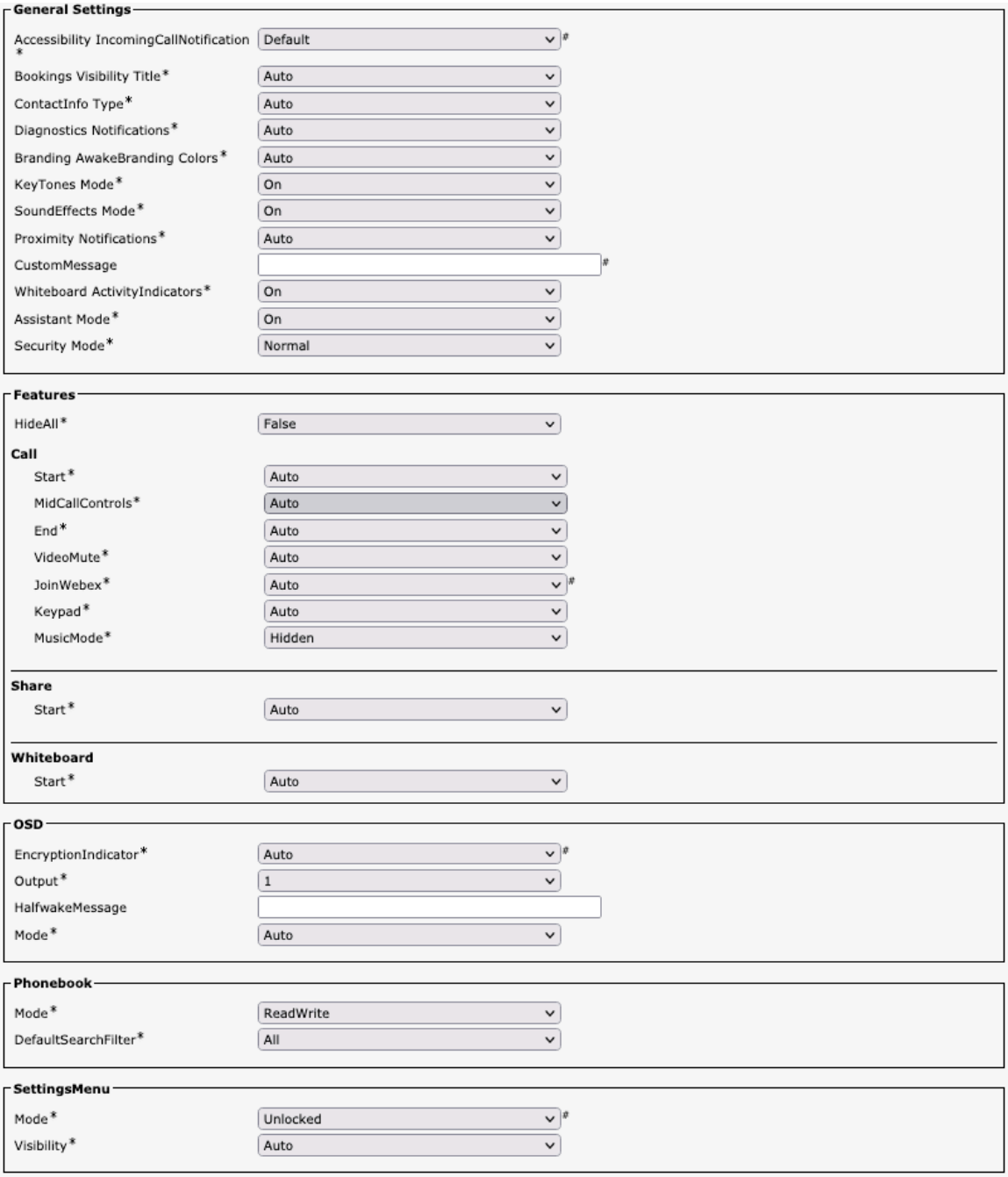
Standby



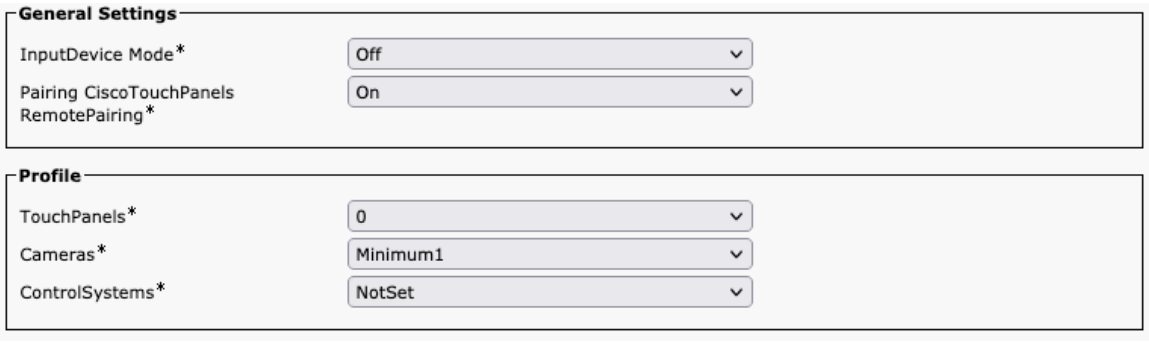
System Unit



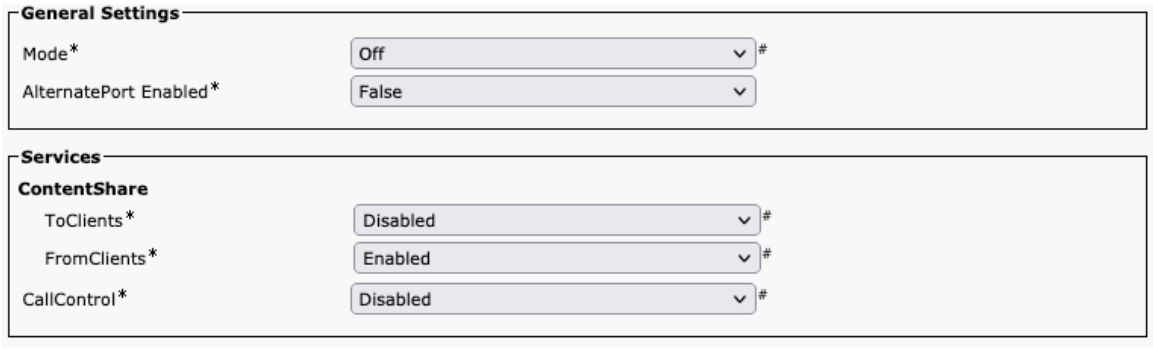
User Interface



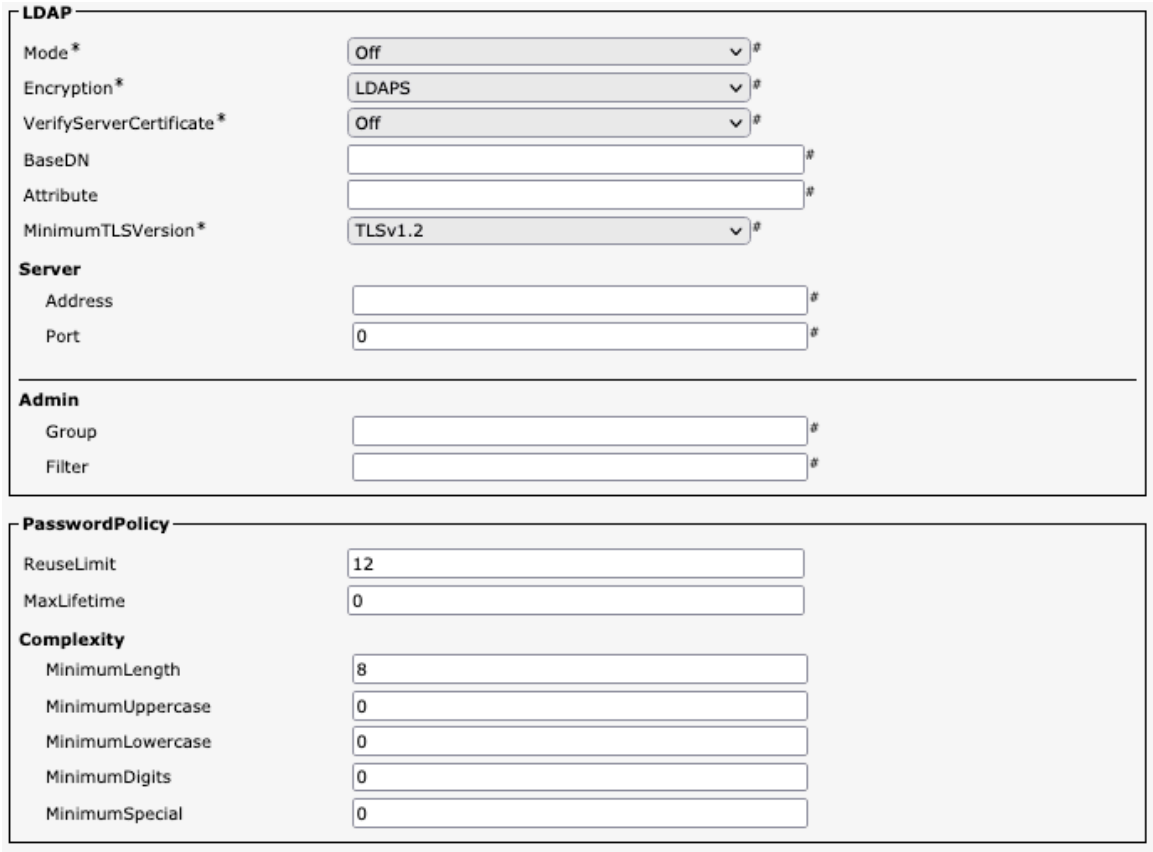
Peripherals



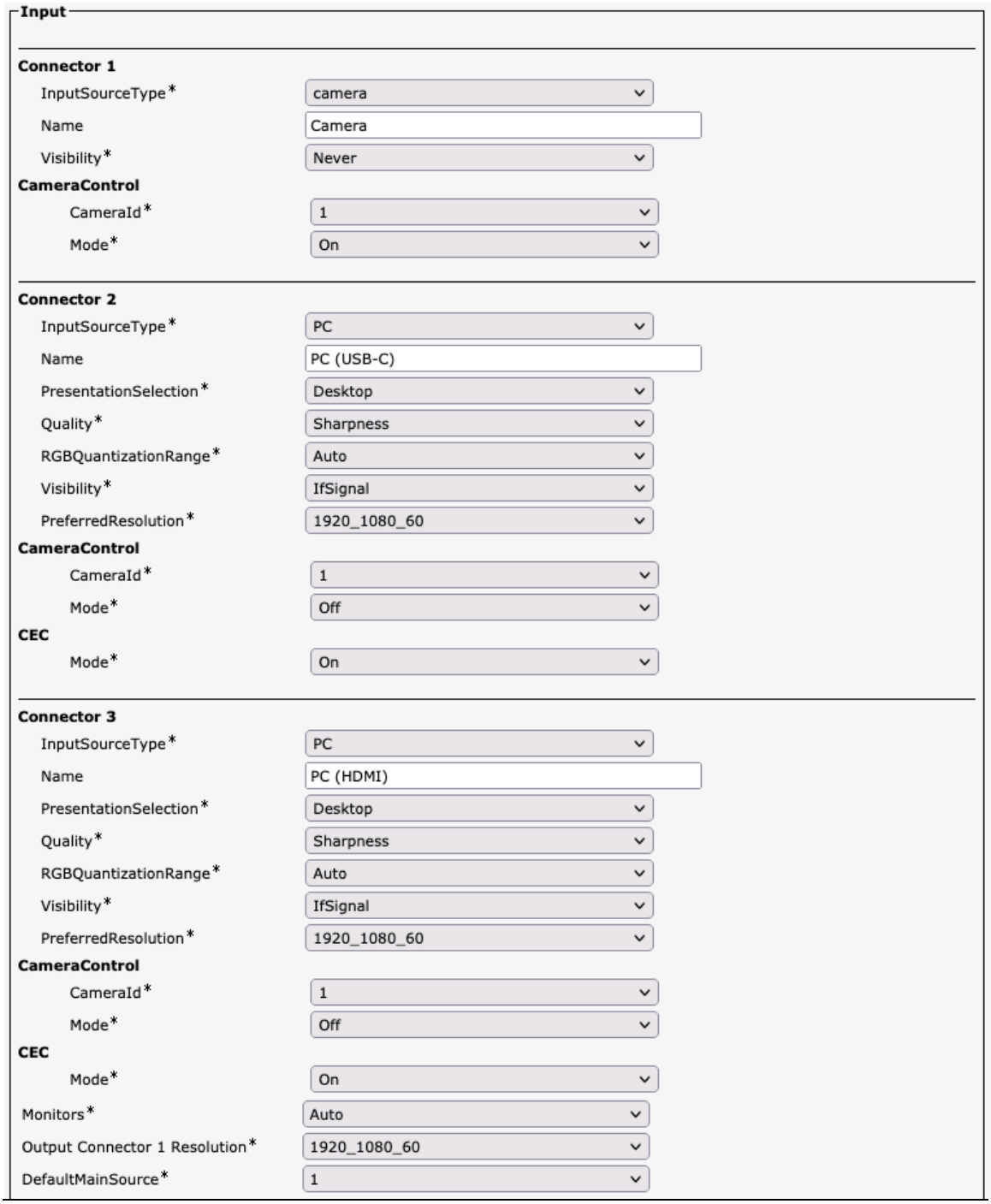
Proximity

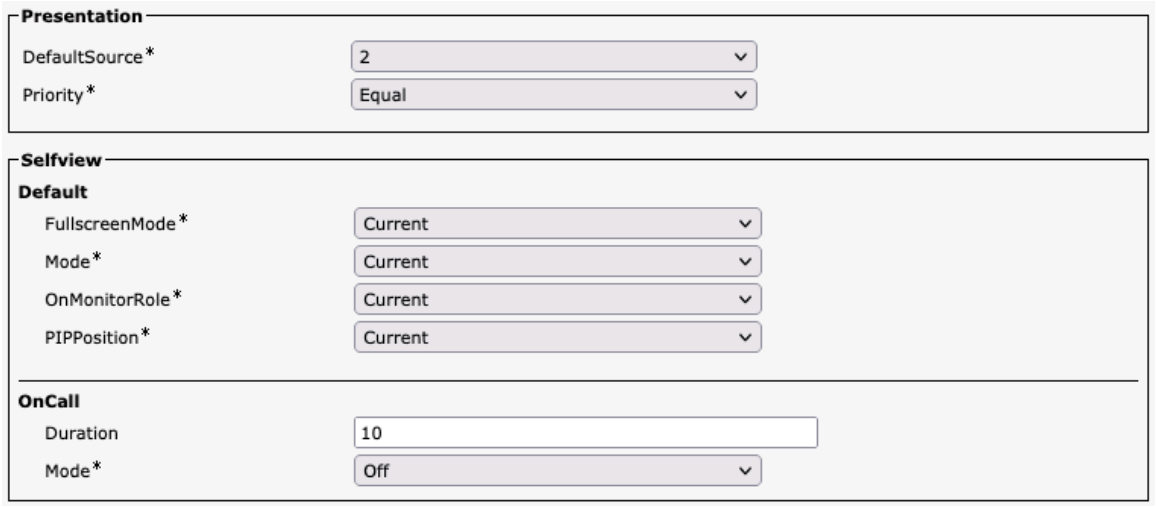


User Management

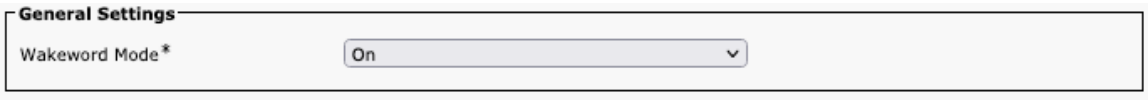


Video

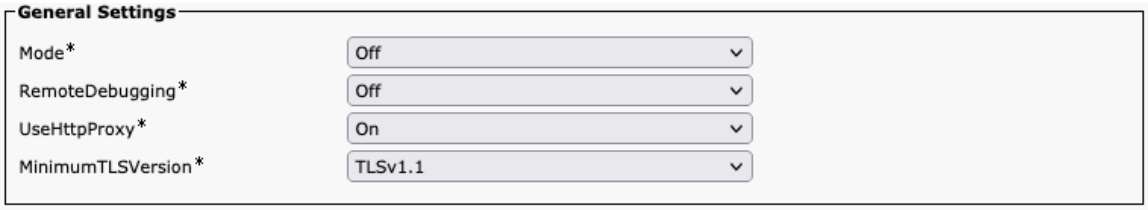

Input
Connector 1
InputSourceType* camera
Name Camera
Visibility* Never
CameraControl
CameraId* 1
Mode* On
Connector 2
InputSourceType* PC
Name PC (USB-C)
PresentationSelection* Desktop
Quality* Sharpness
RGBQuantizationRange* Auto
Visibility* IfSignal
PreferredResolution* 1920_1080_60
CameraControl
CameraId* 1
Mode* Off
CEC
Mode* On
Connector 3
InputSourceType* PC
Name PC (HDMI)
PresentationSelection* Desktop
Quality* Sharpness
RGBQuantizationRange* Auto
Visibility* IfSignal
PreferredResolution* 1920_1080_60
CameraControl
CameraId* 1
Mode* Off
CEC
Mode* On
Monitors* Auto
Output Connector 1 Resolution* 1920_1080_60
DefaultMainSource* 1



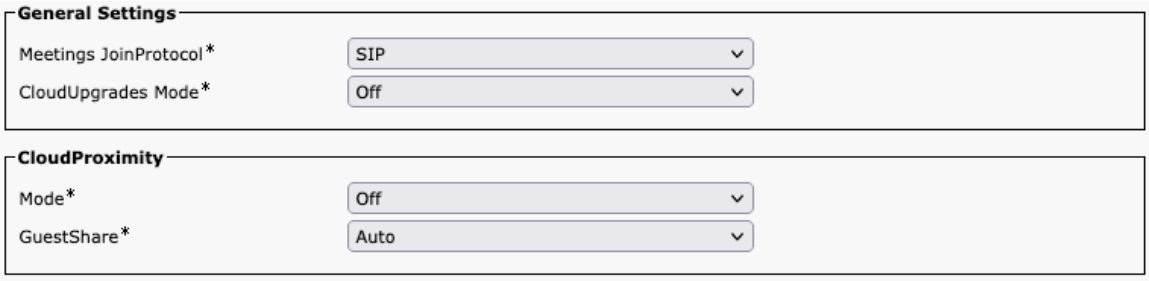
Voice Control



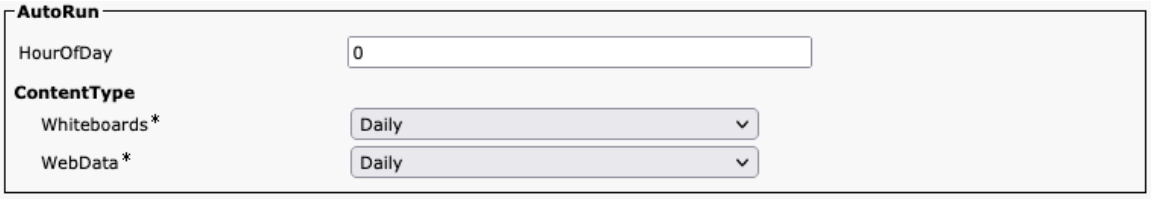
Web Engine



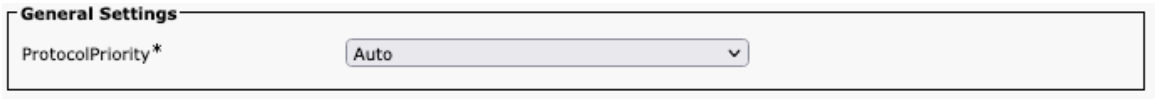
Webex



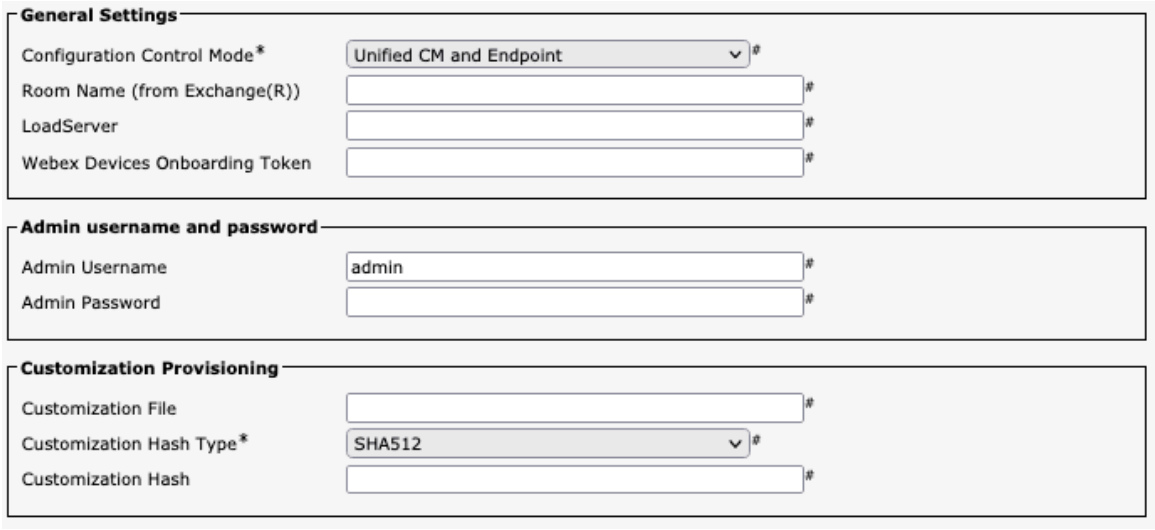
Room Cleanup



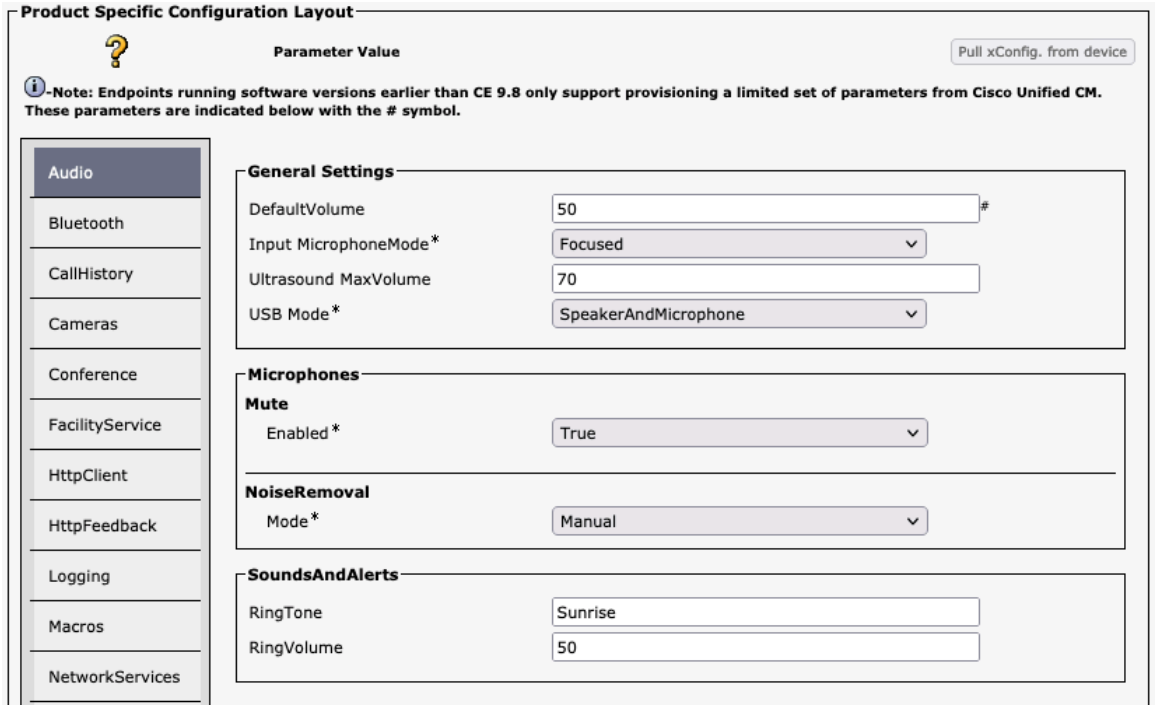
Bookings

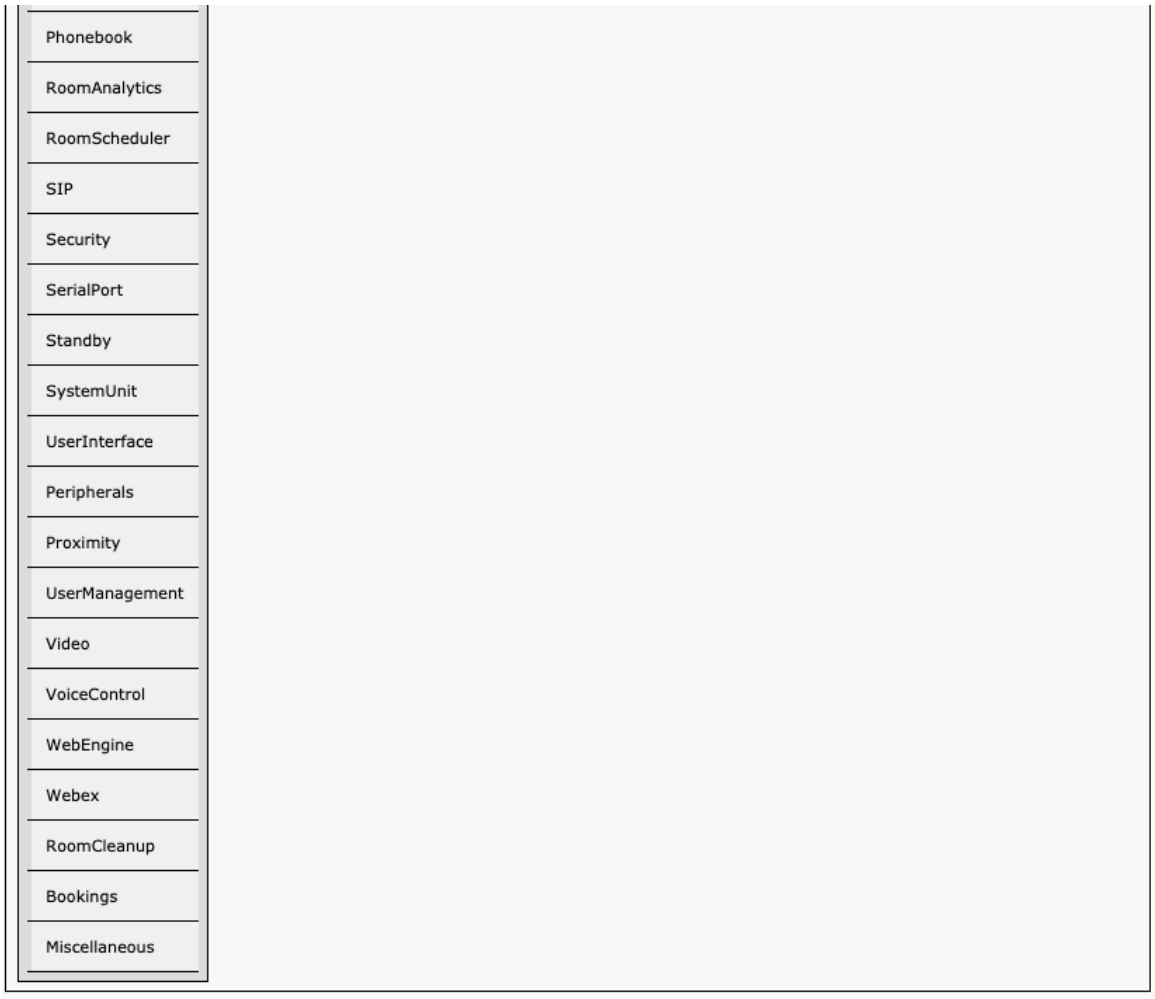


Miscellaneous

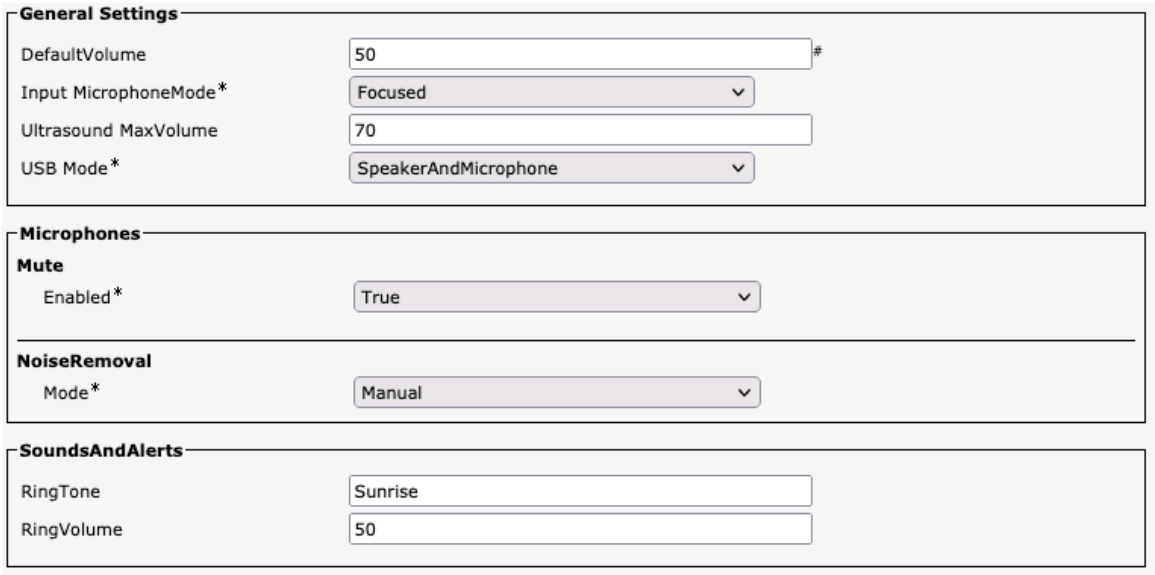


Webex Desk Mini Configuration Options (versions 12.5 and later)

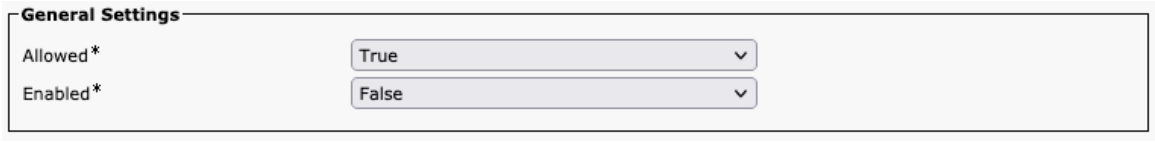




Audio

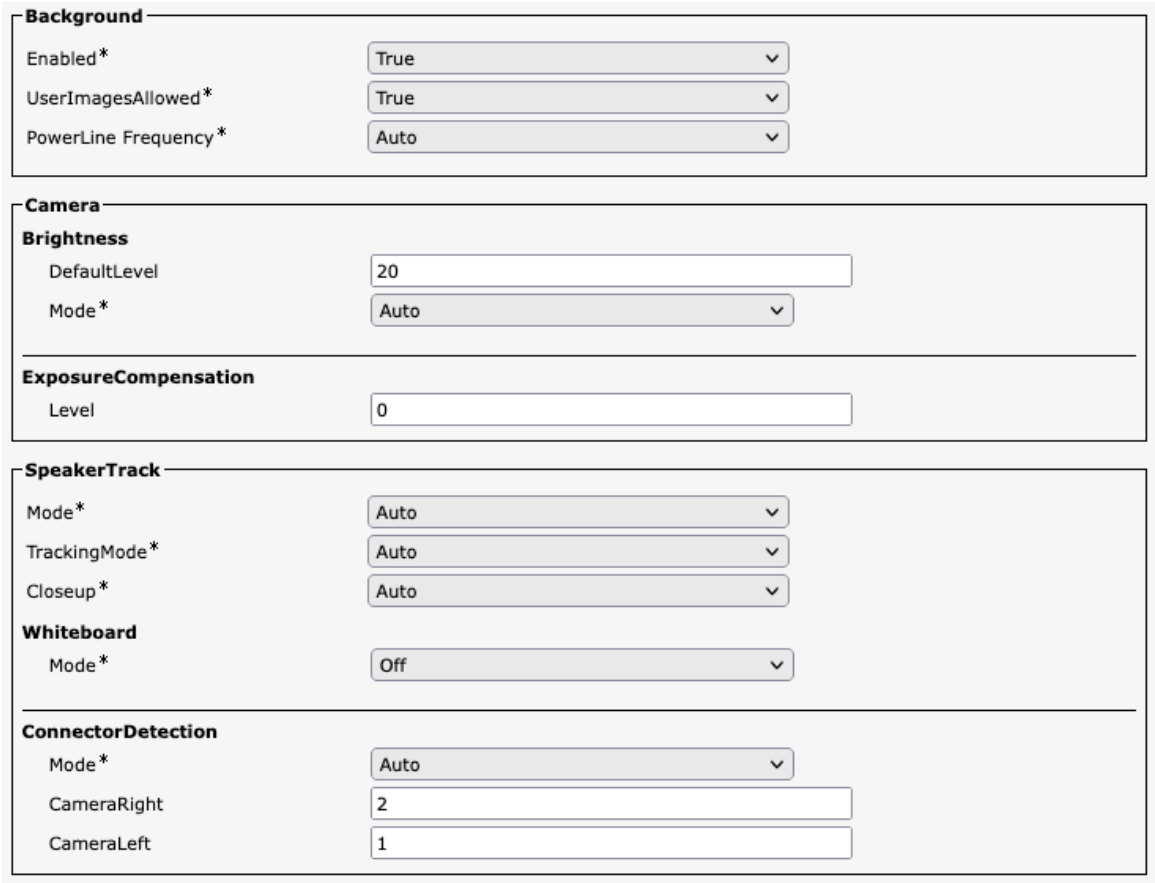


Bluetooth

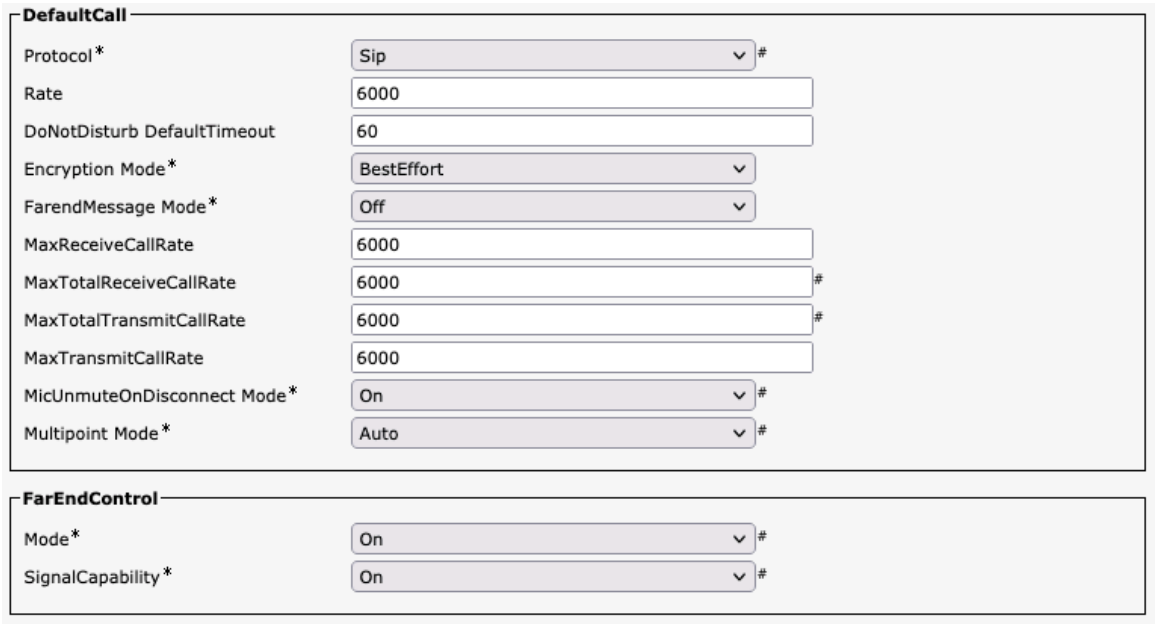


Call History

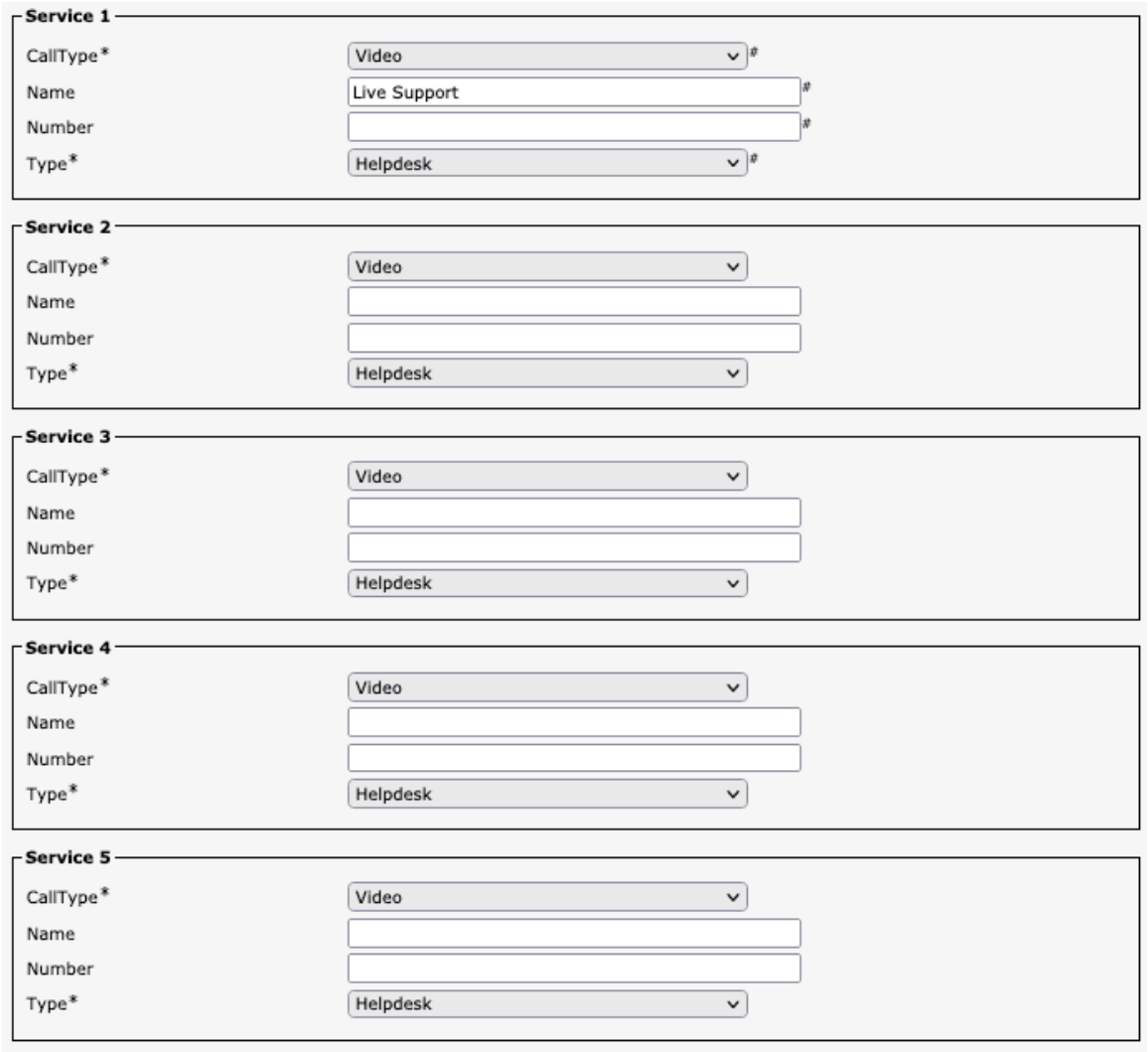
Cameras



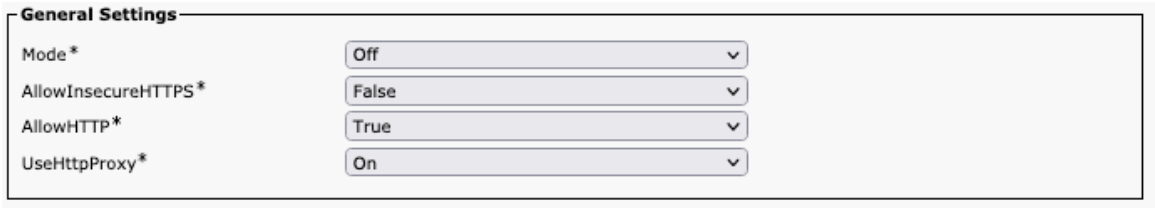
Conference



Facility Service

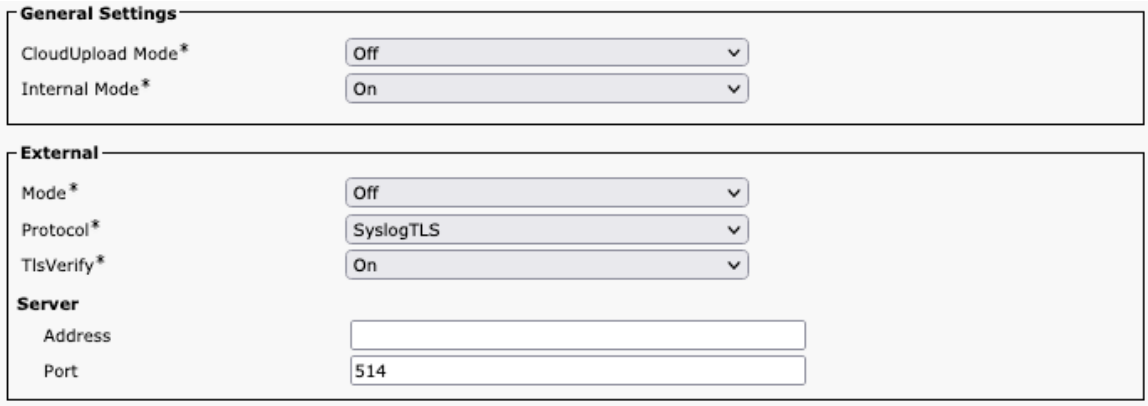


HTTP Client

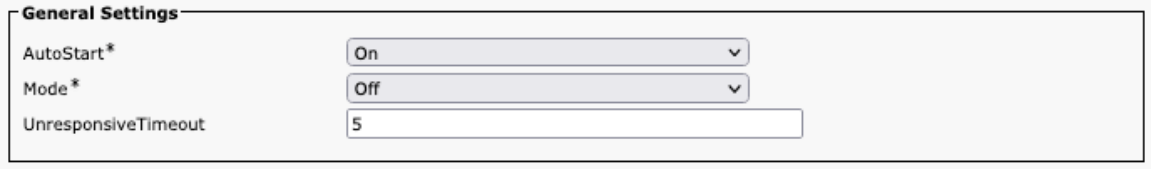


HTTP Feedback

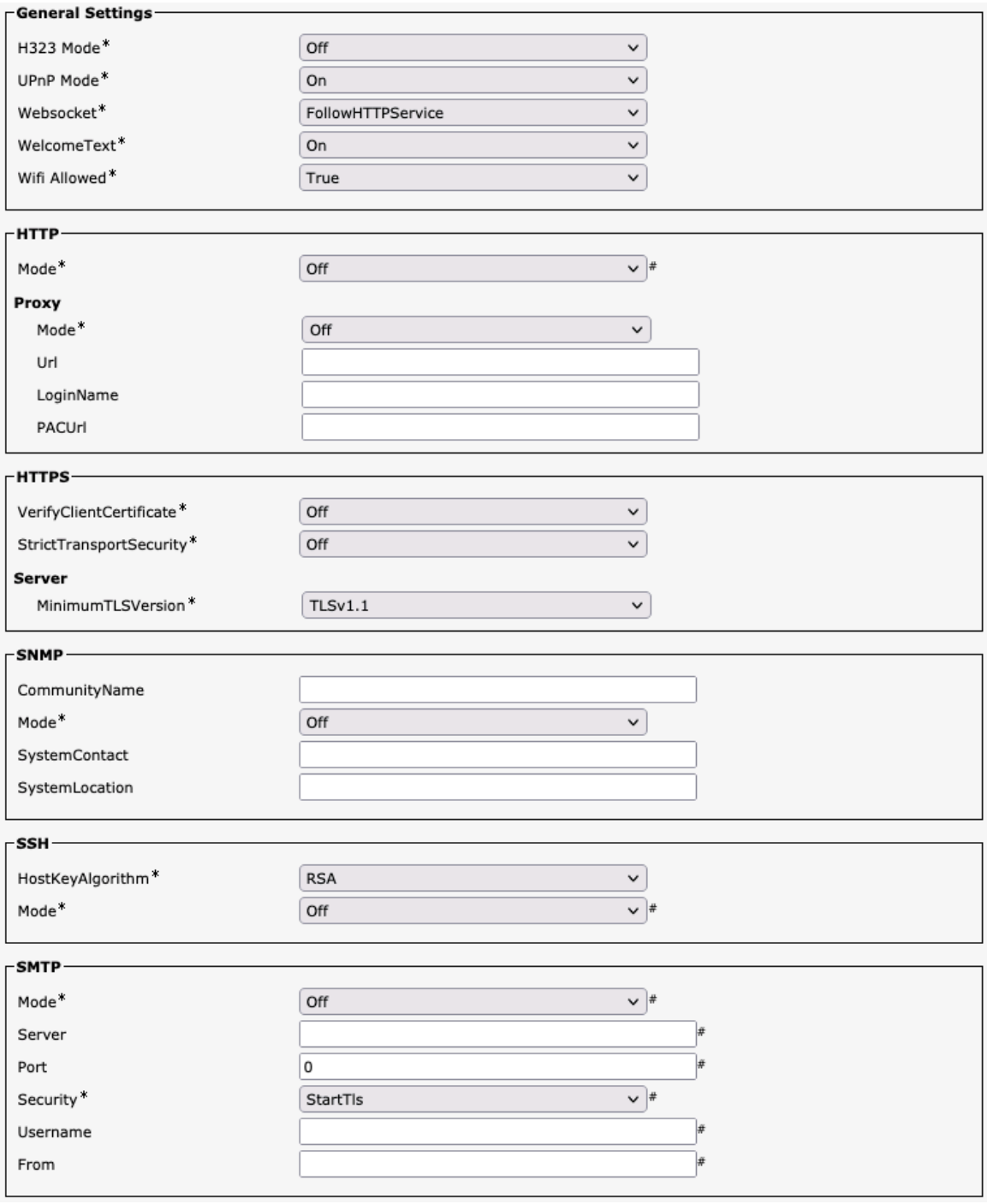
Logging



Macros

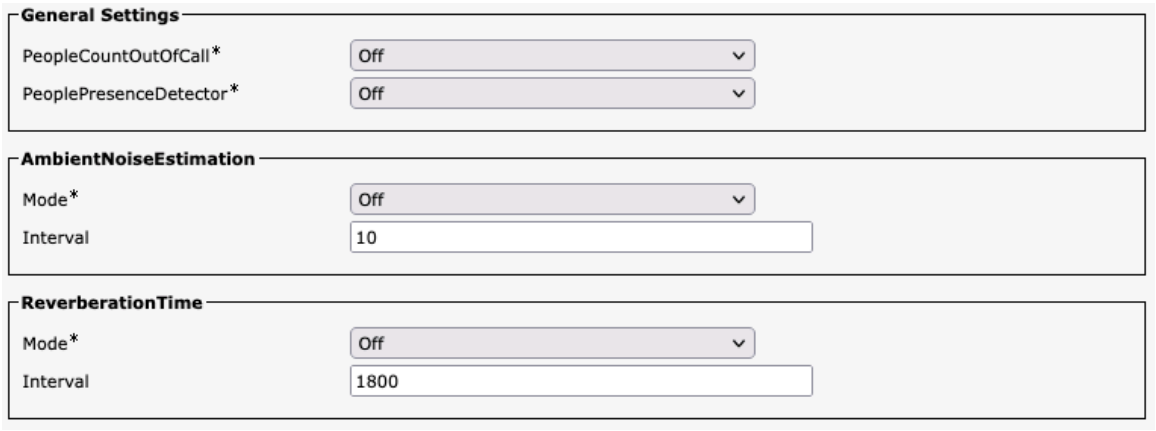


Network Services

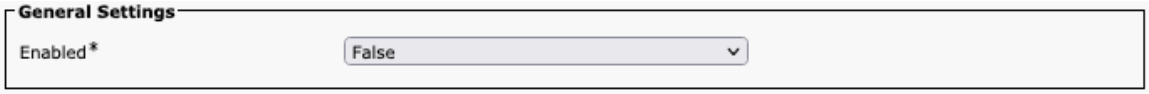


Phone Book

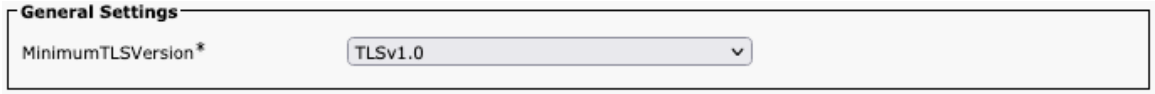
Room Analytics



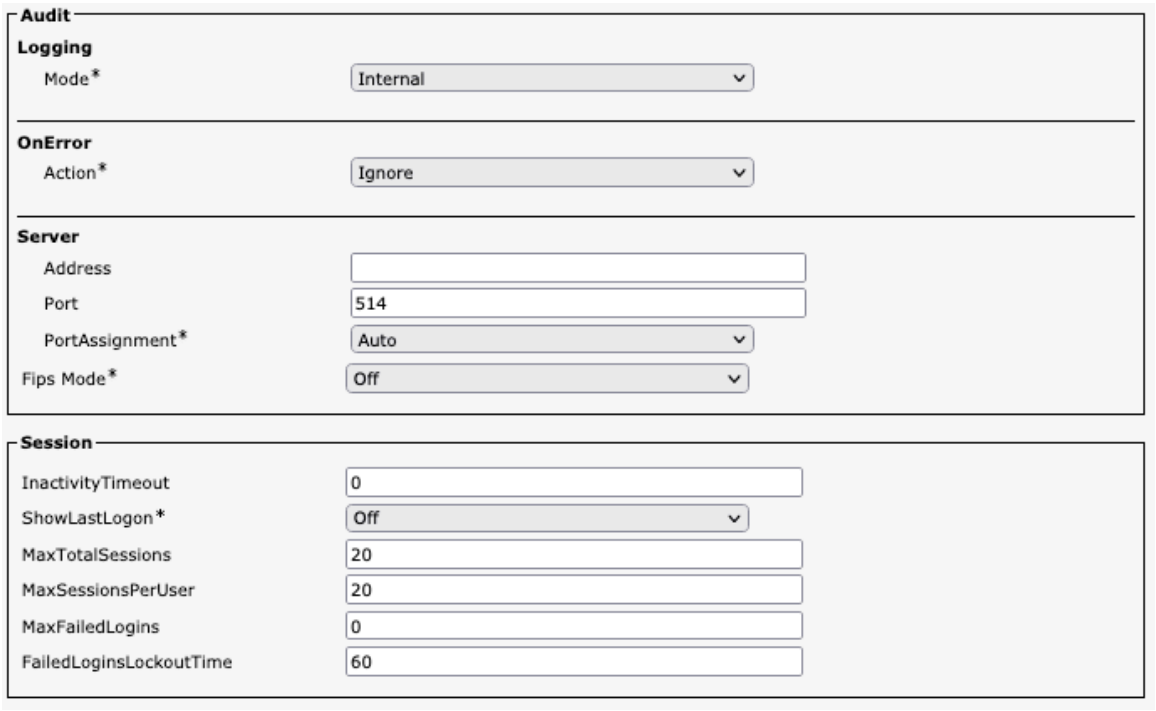
Room Scheduler



SIP

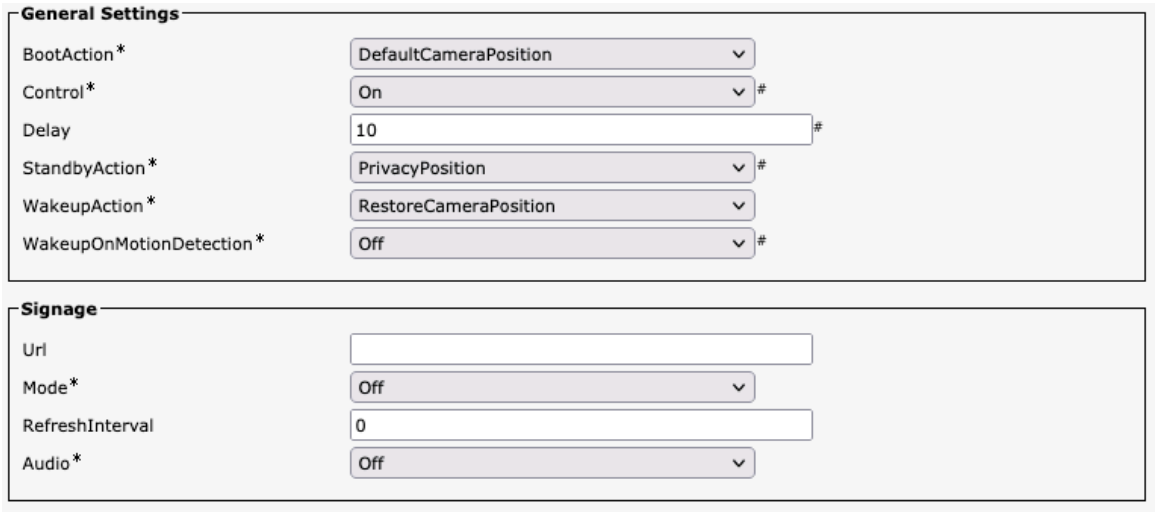


Security

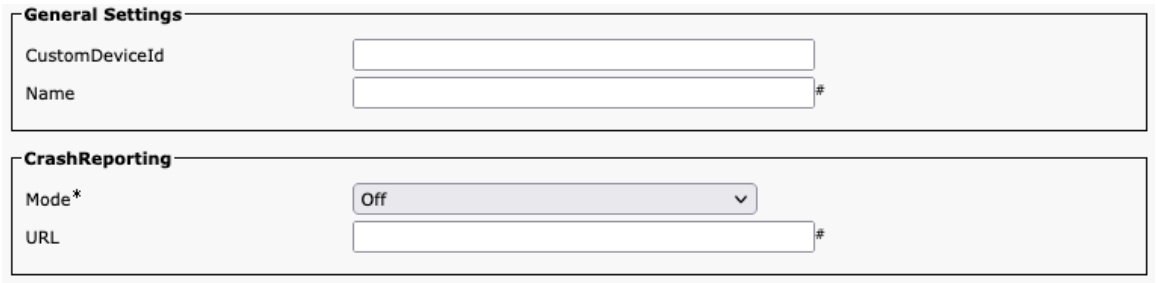


Serial Port

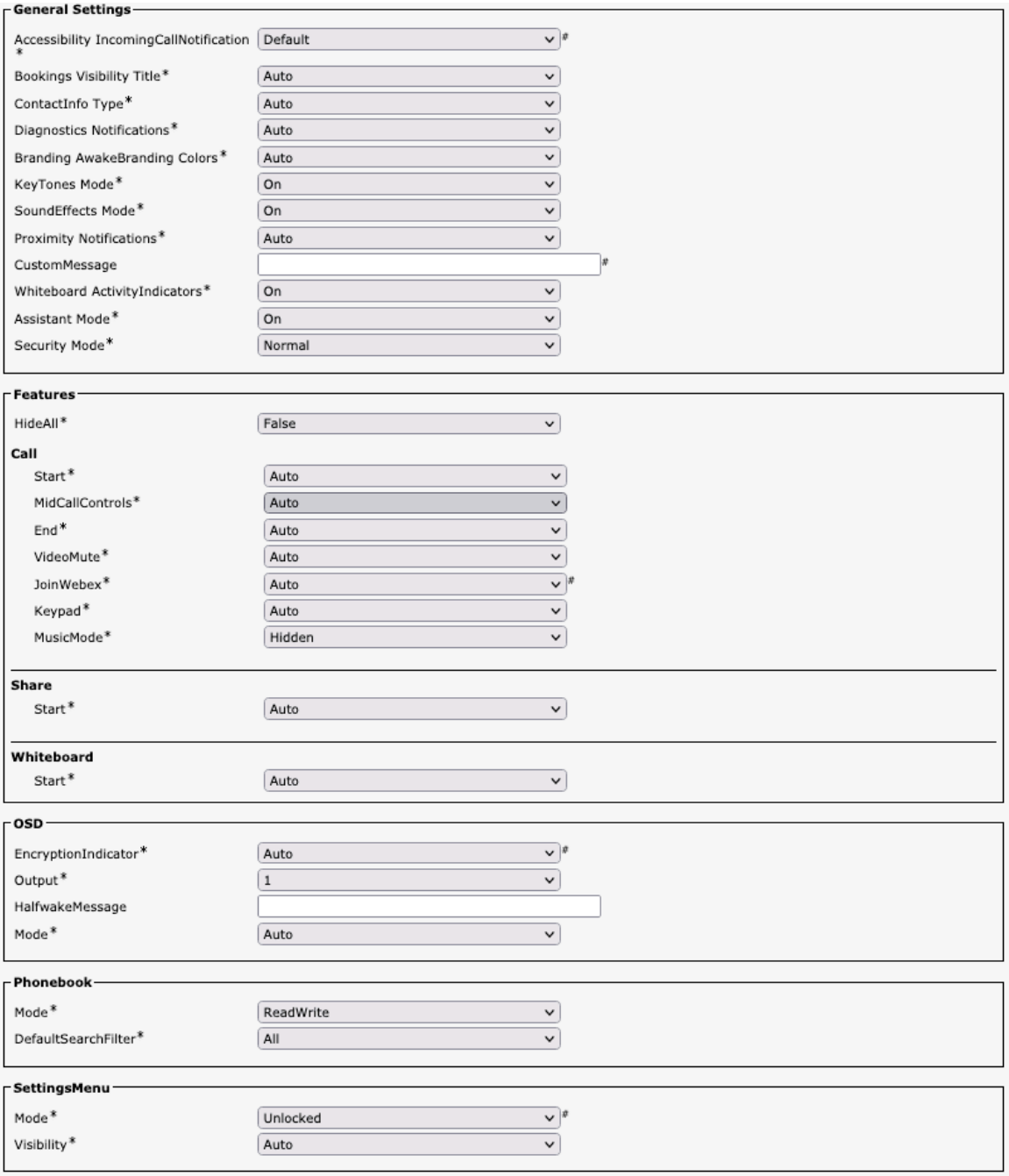
Standby



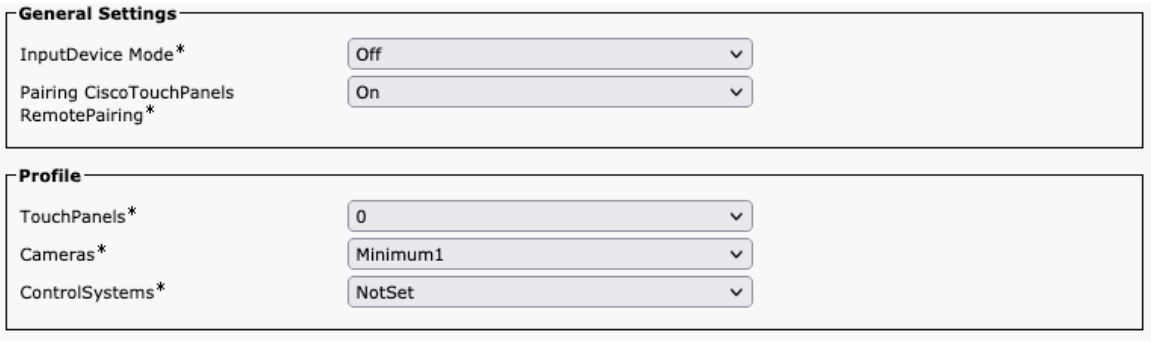
System Unit



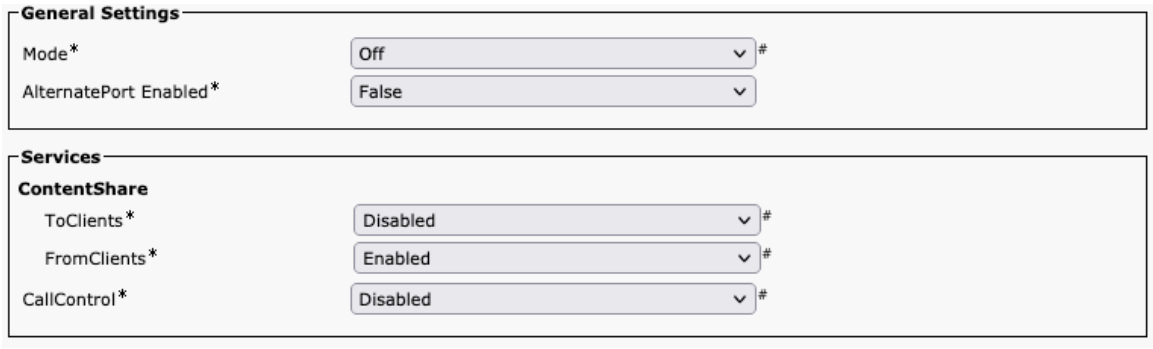
User Interface



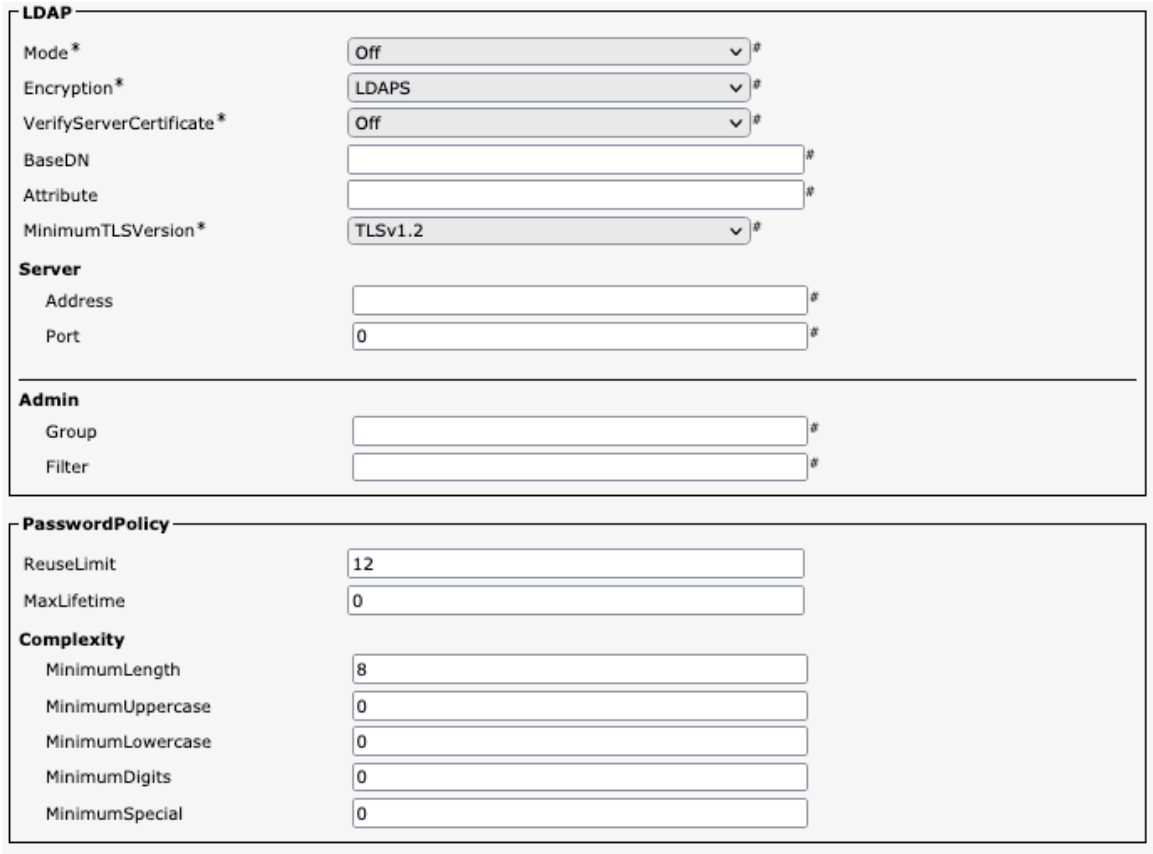
Peripherals



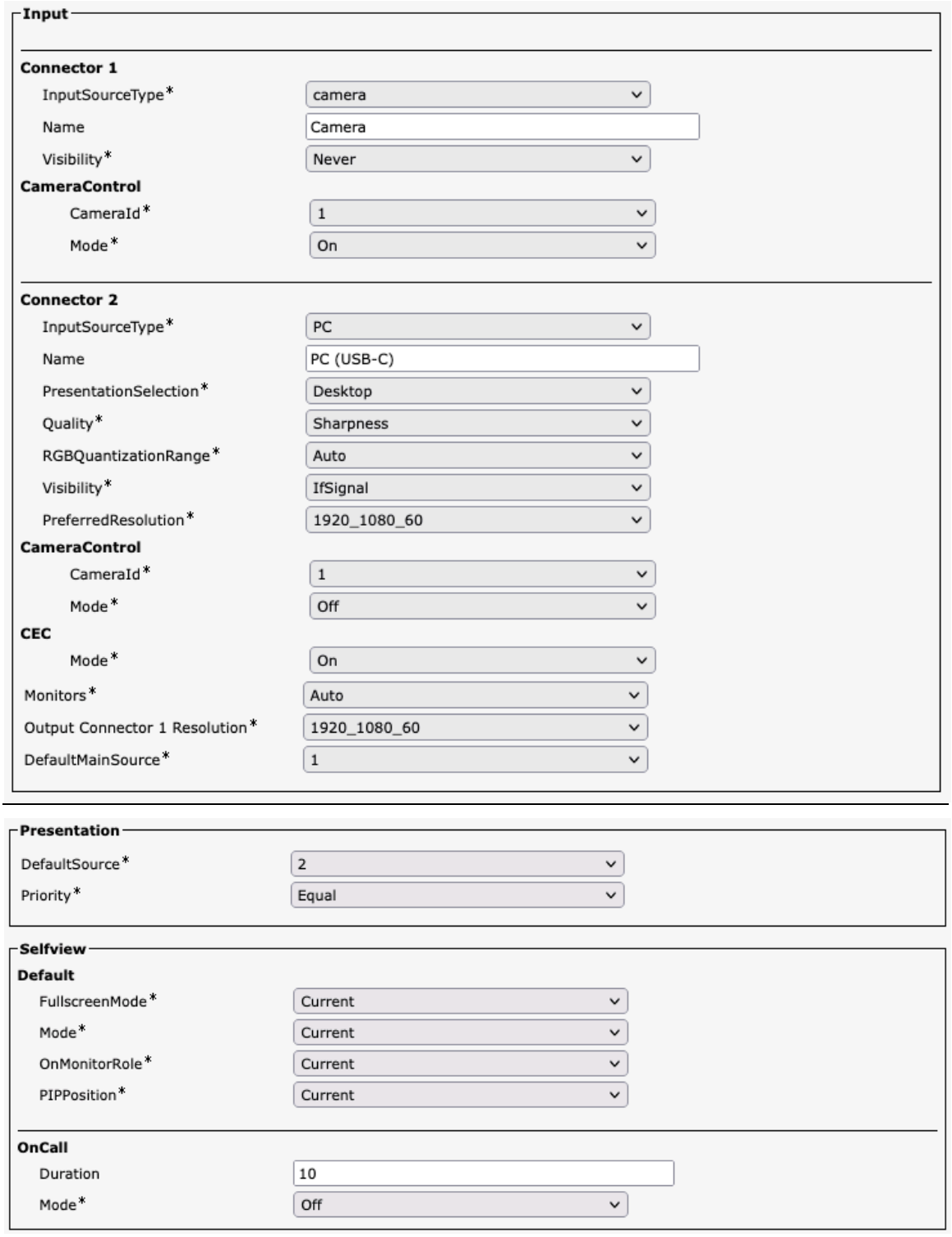
Proximity



User Management



Video



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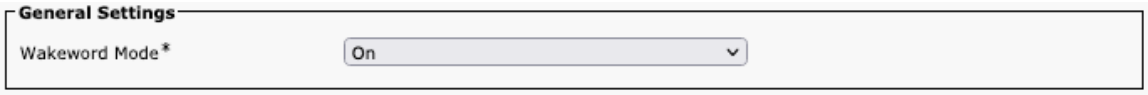
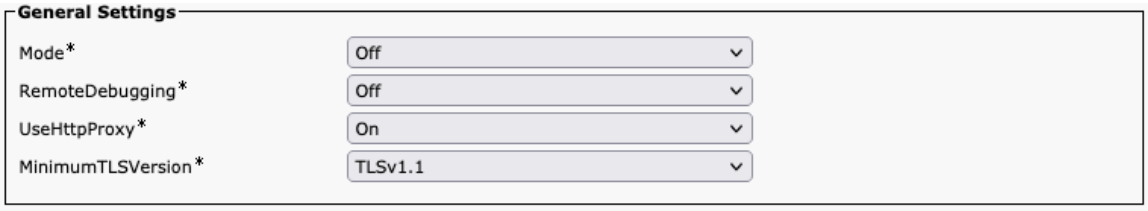
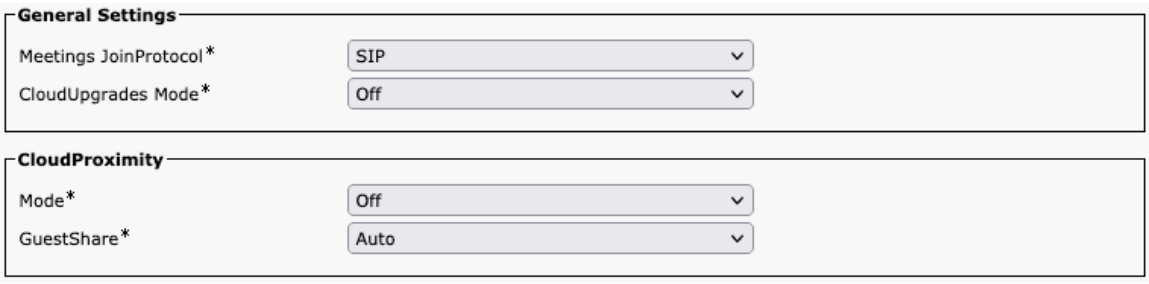


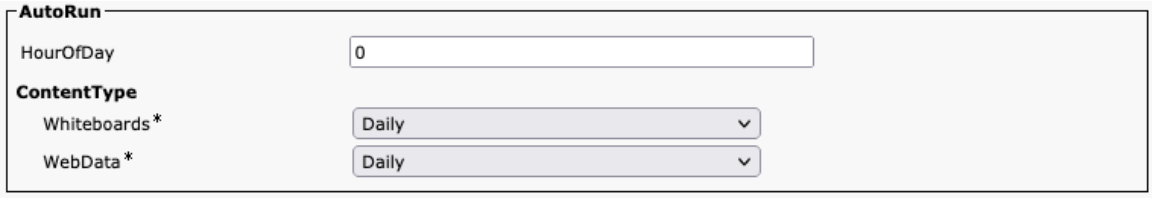
Web Engine



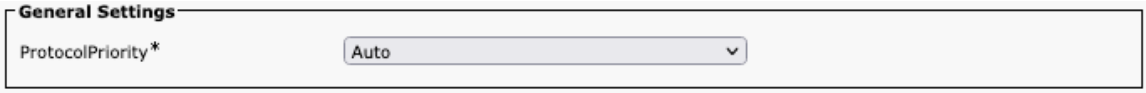
Webex



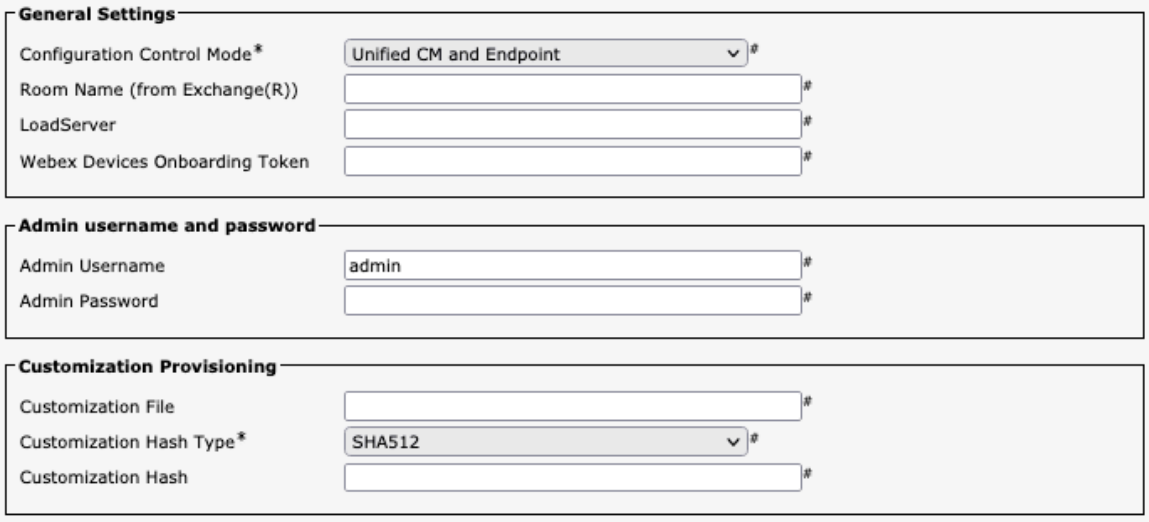
Room Cleanup



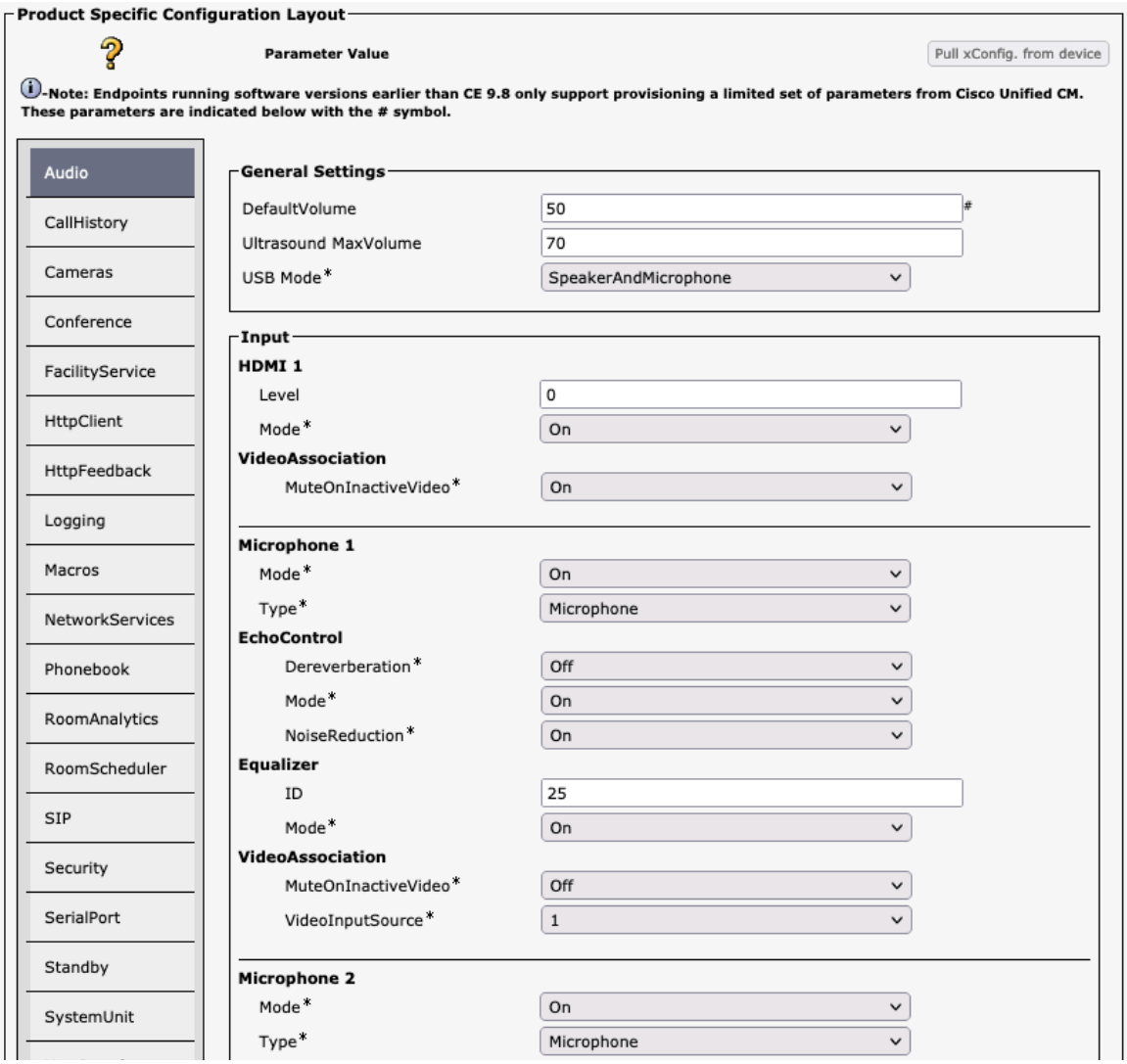
Bookings

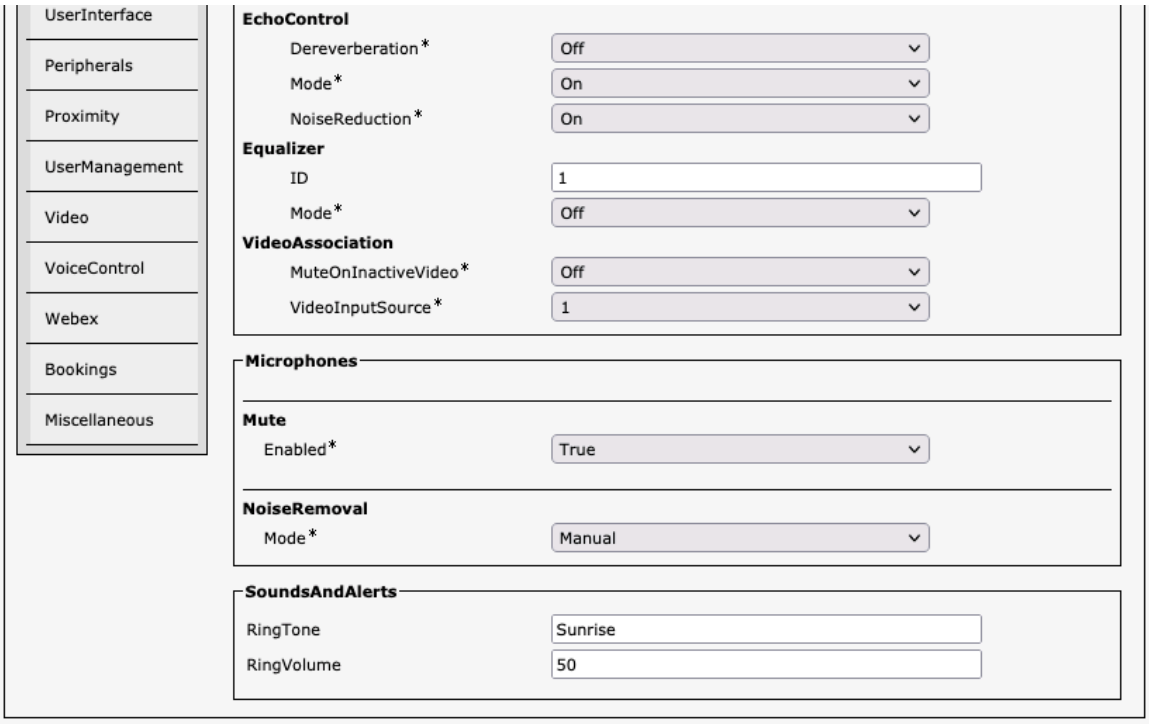


Miscellaneous



Webex Desk Hub Configuration Options (versions 12.5 and later)




UserInterface
Peripherals
Proximity
UserManagement
Video
VoiceControl
Webex
Bookings
Miscellaneous
EchoControl
Dereverberation*
Off
Mode*
On
NoiseReduction*
On
Equalizer
ID
1
Mode*
Off
VideoAssociation
MuteOnInactiveVideo*
Off
VideoInputSource*
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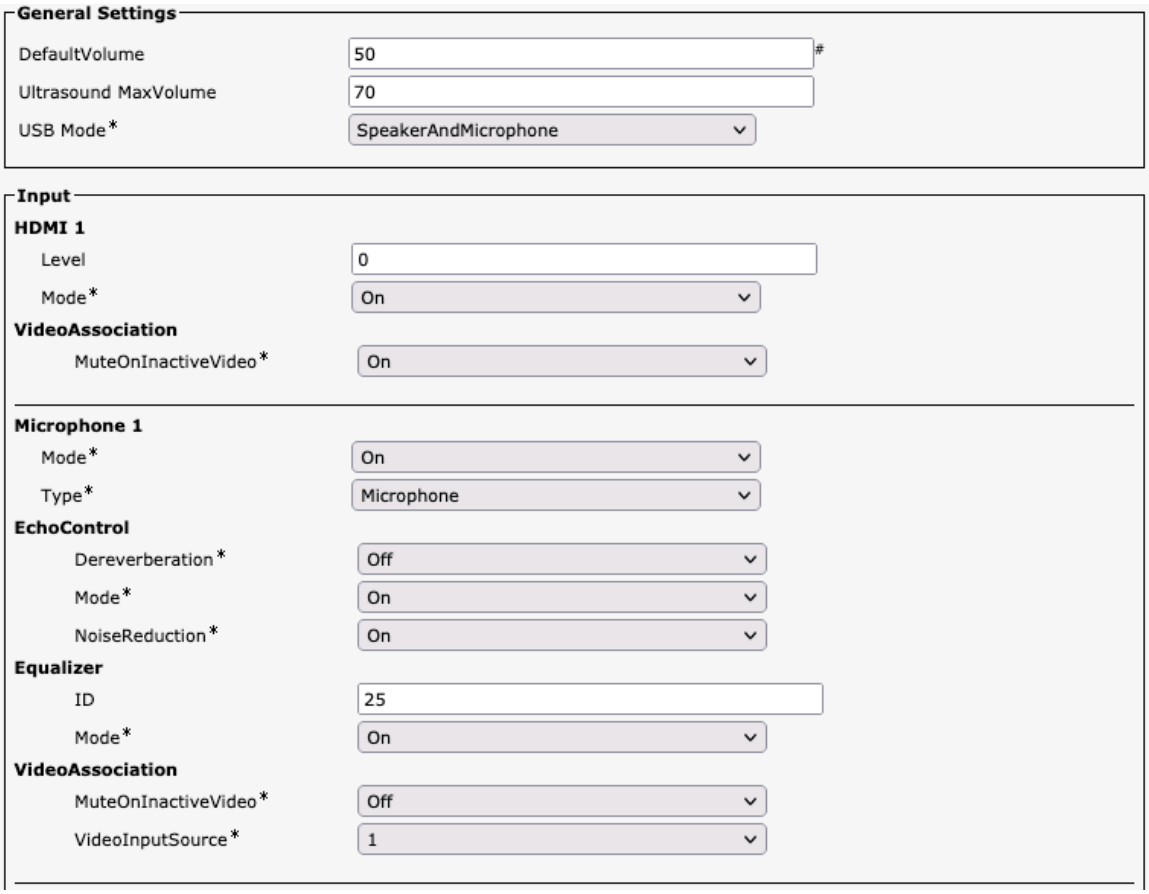
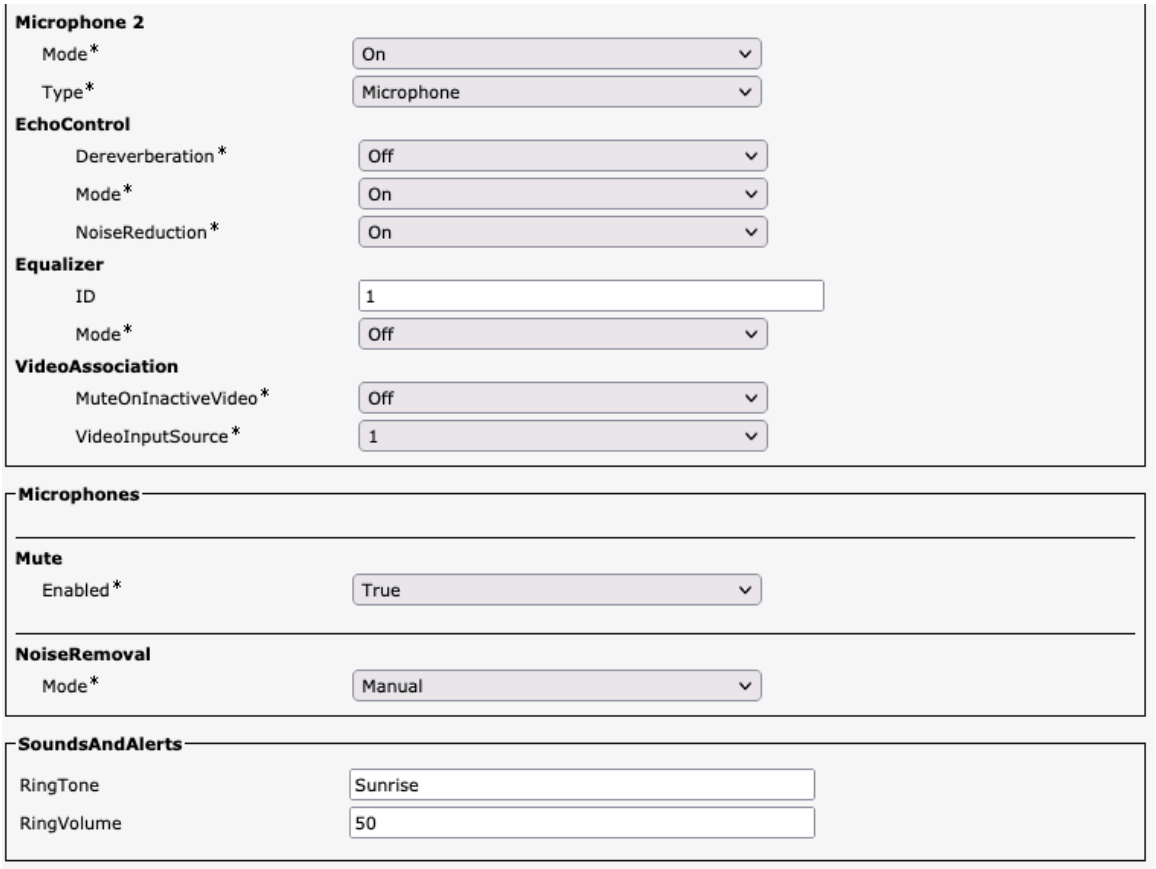
Microphones
Mute
Enabled*
True
NoiseRemoval
Mode*
Manual
SoundsAndAlerts
RingTone
Sunrise
RingVolume
50

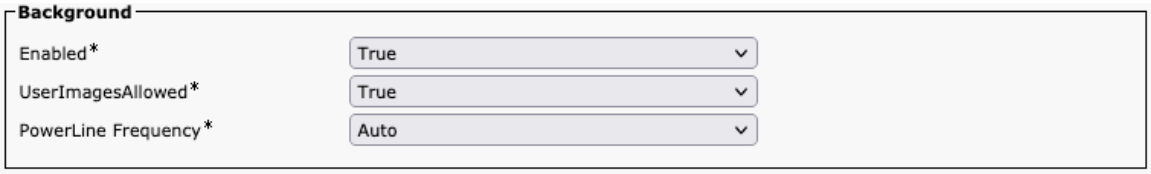
Audio


General Settings
DefaultVolume
50
Ultrasound MaxVolume
70
USB Mode*
SpeakerAndMicrophone
Input
HDMI 1
Level
0
Mode*
On
VideoAssociation
MuteOnInactiveVideo*
On
Microphone 1
Mode*
On
Type*
Microphone
EchoControl
Dereverberation*
Off
Mode*
On
NoiseReduction*
On
Equalizer
ID
25
Mode*
On
VideoAssociation
MuteOnInactiveVideo*
Off
VideoInputSource*
1

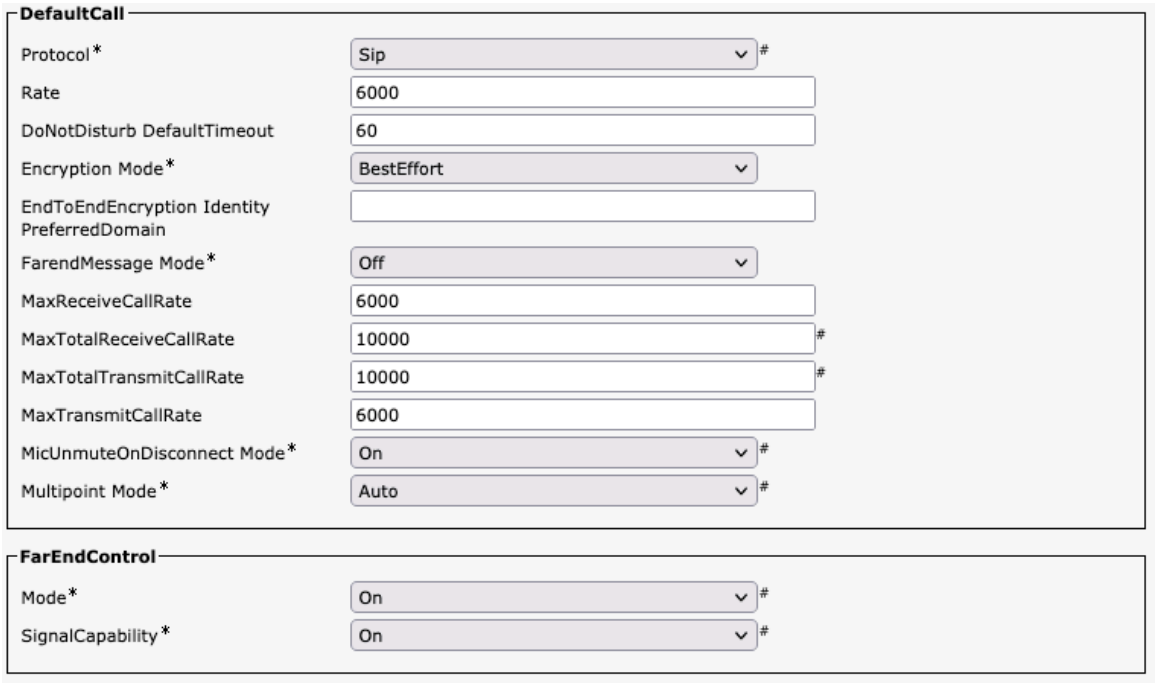


Call History

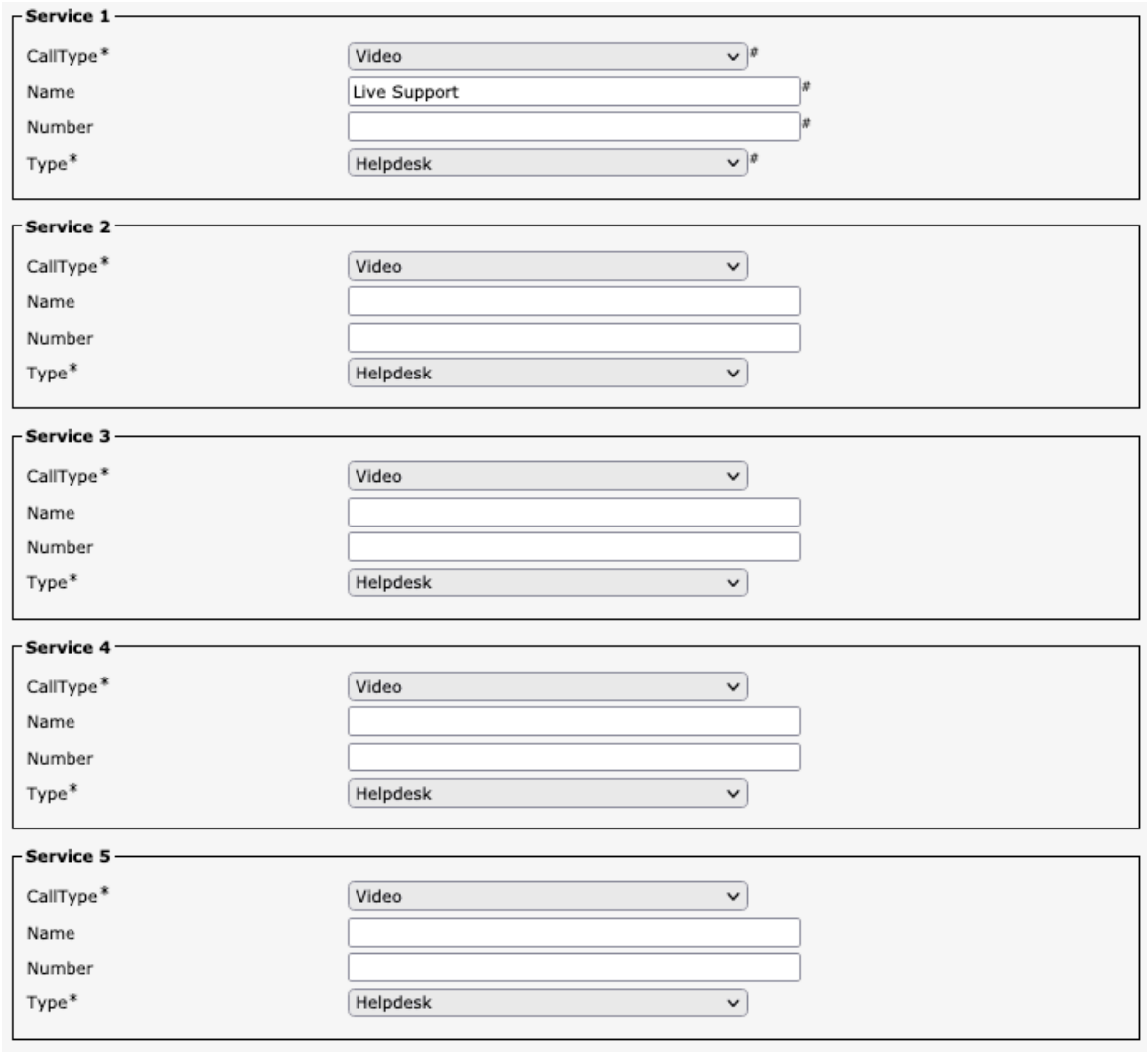
Cameras



Conference

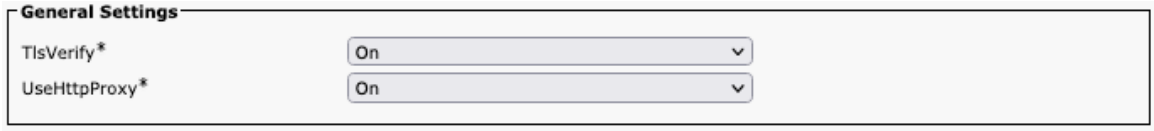


Facility Service

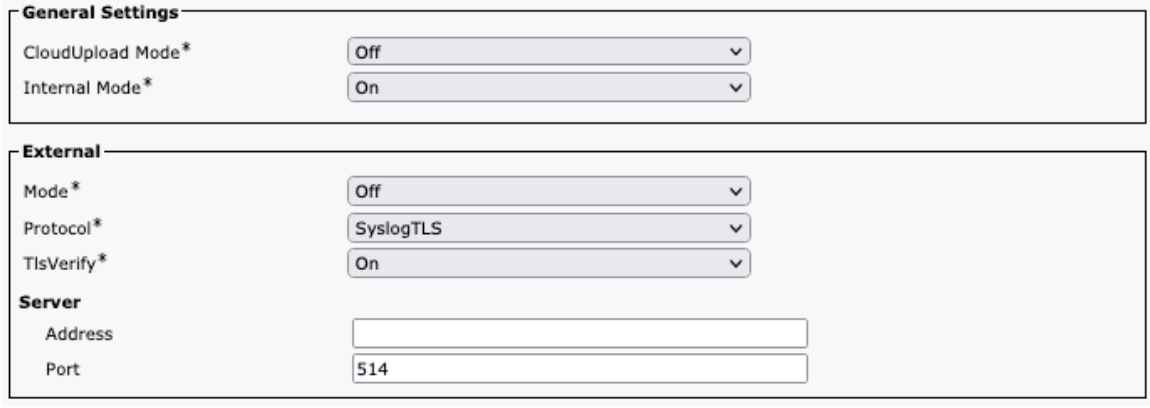


HTTP Client

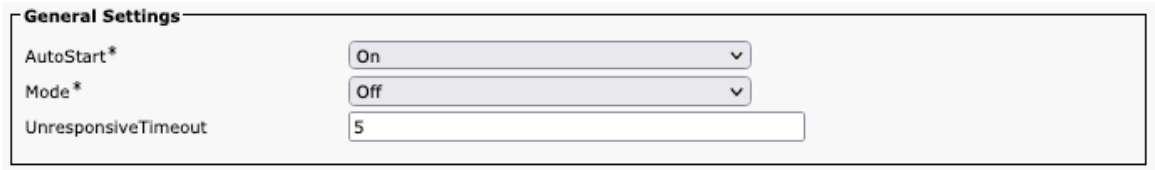
HTTP Feedback



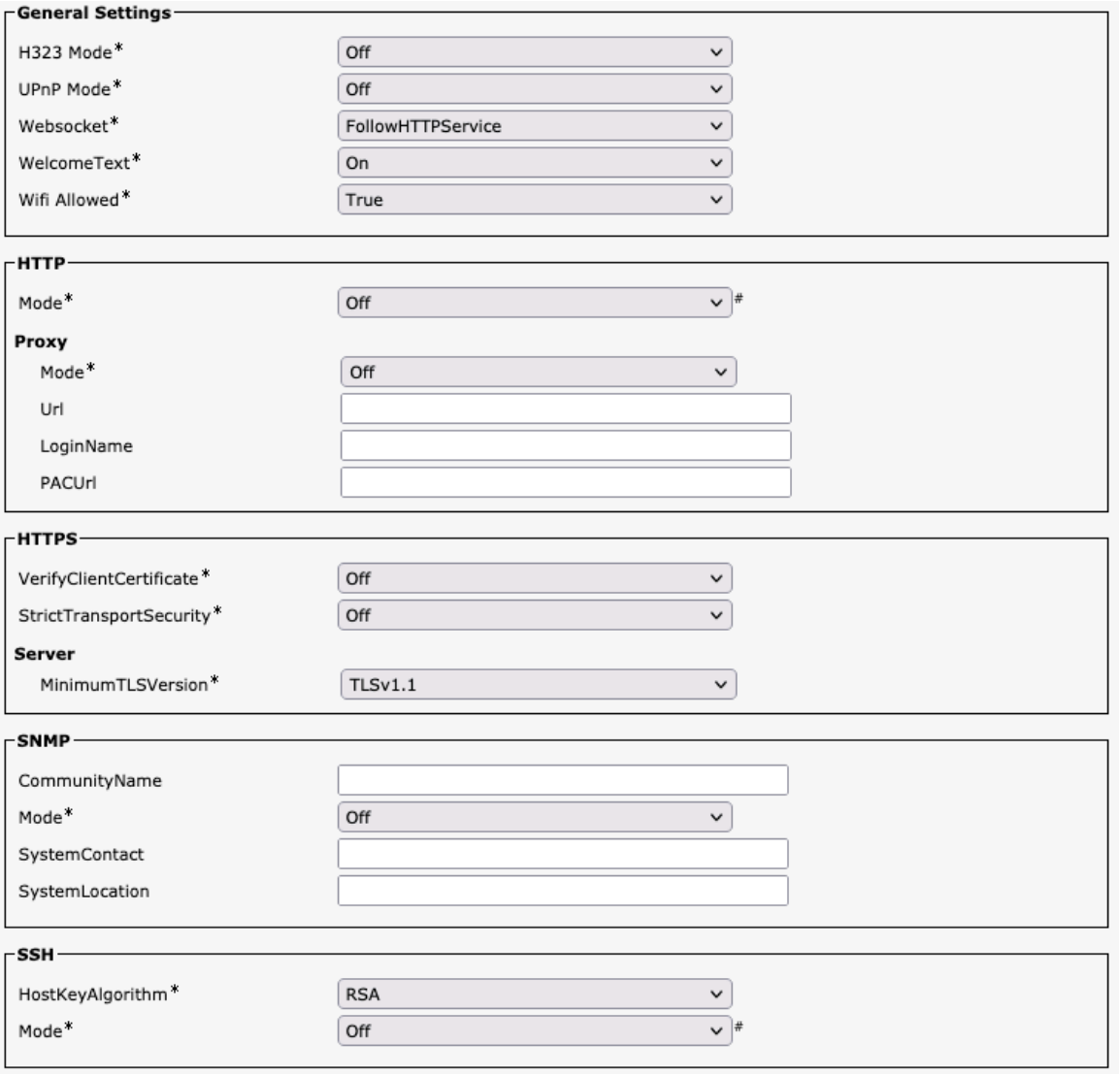
Logging



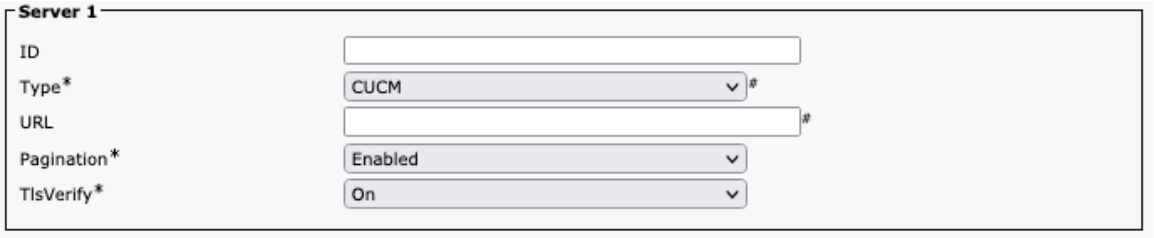
Macros



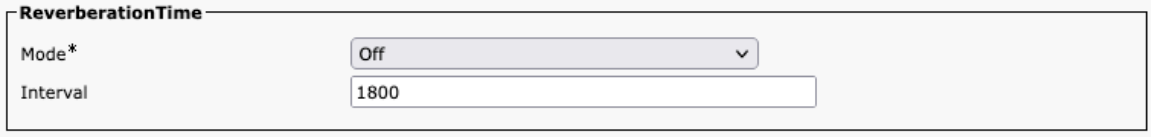
Network Services



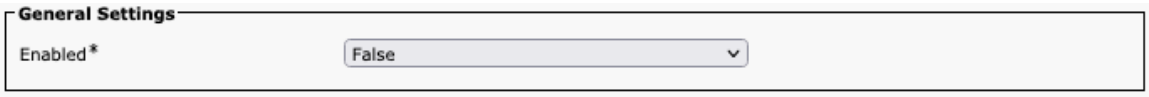
Phone Book



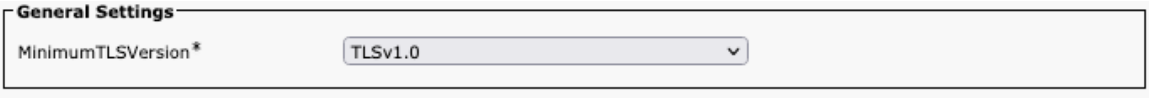
Room Analytics



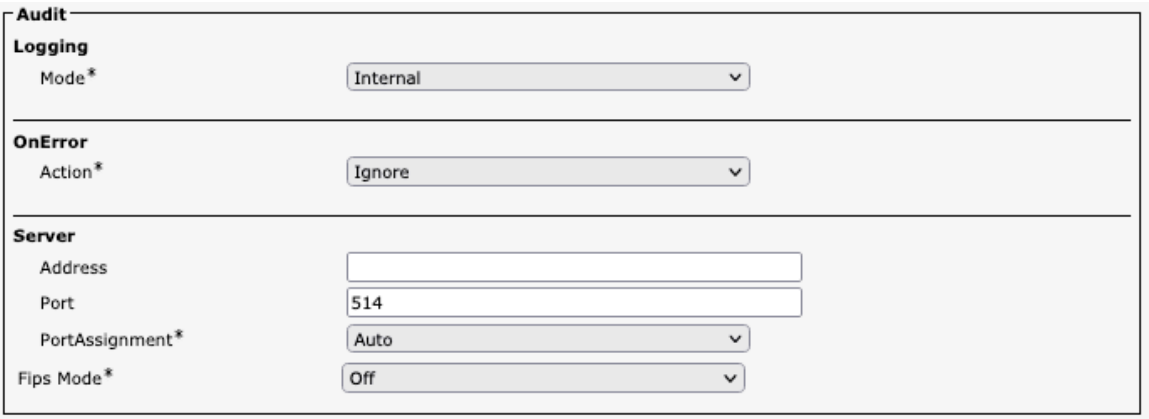
Room Scheduler

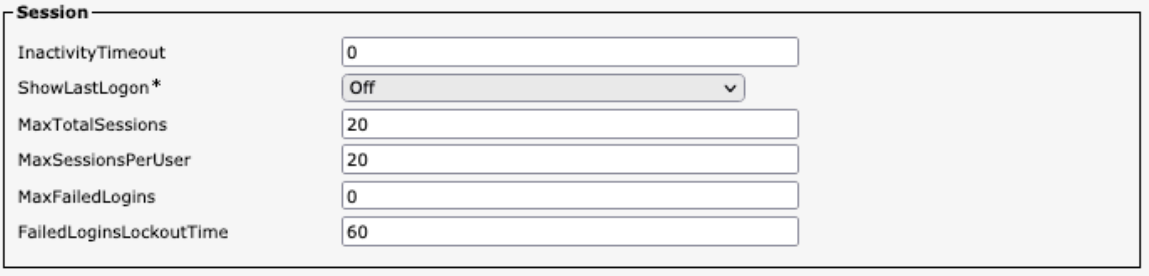


SIP



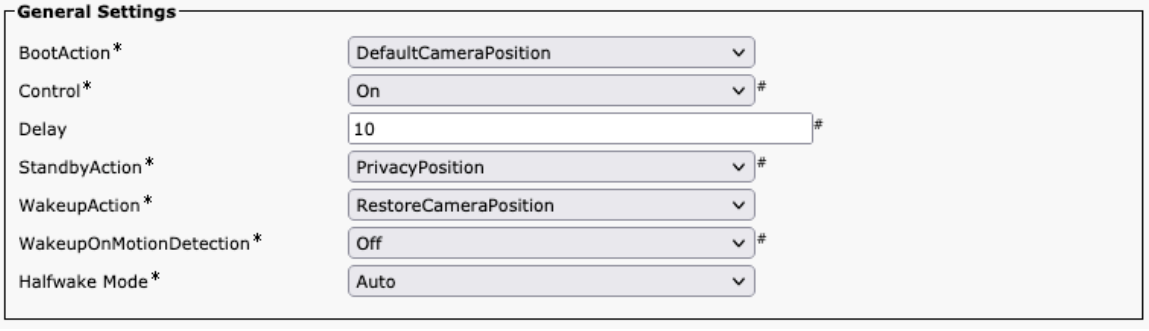
Security



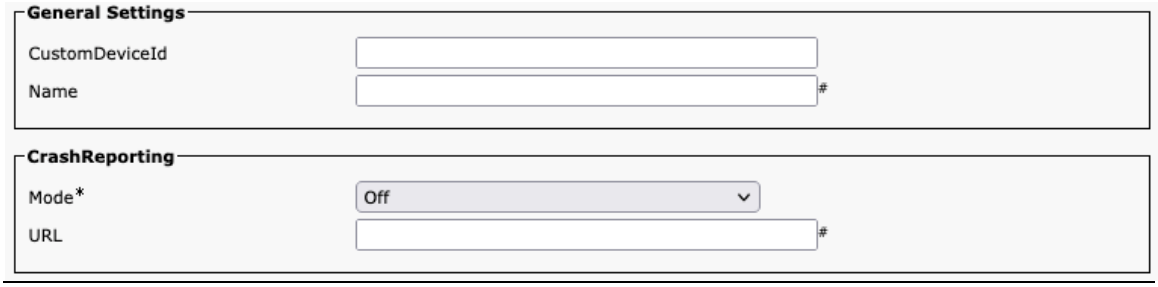


Serial Port

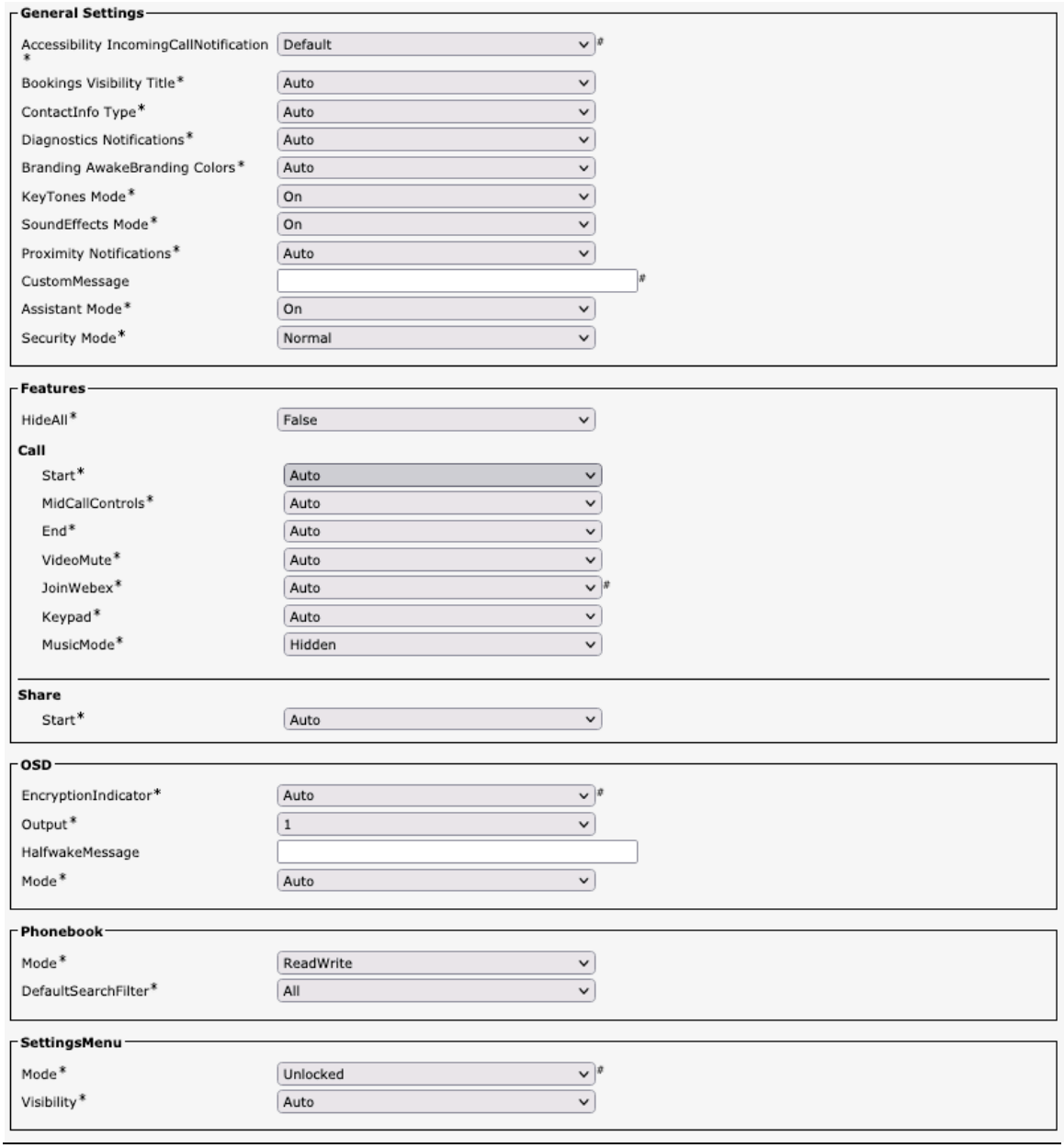
Standby



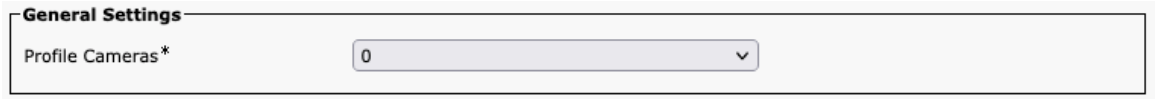
System Unit



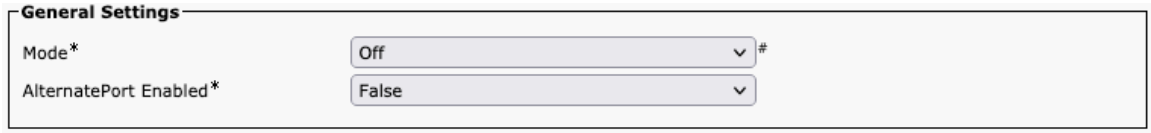
User Interface

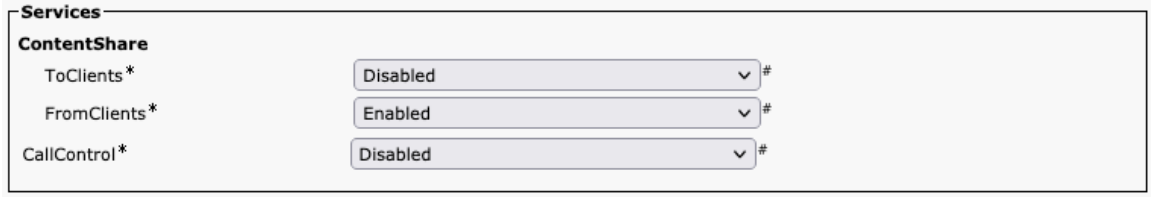


Peripherals

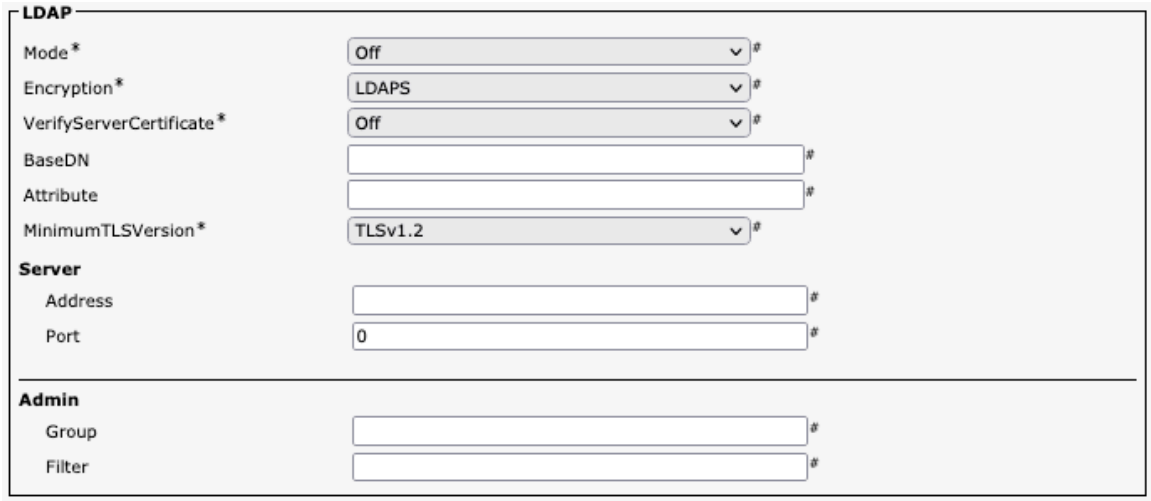


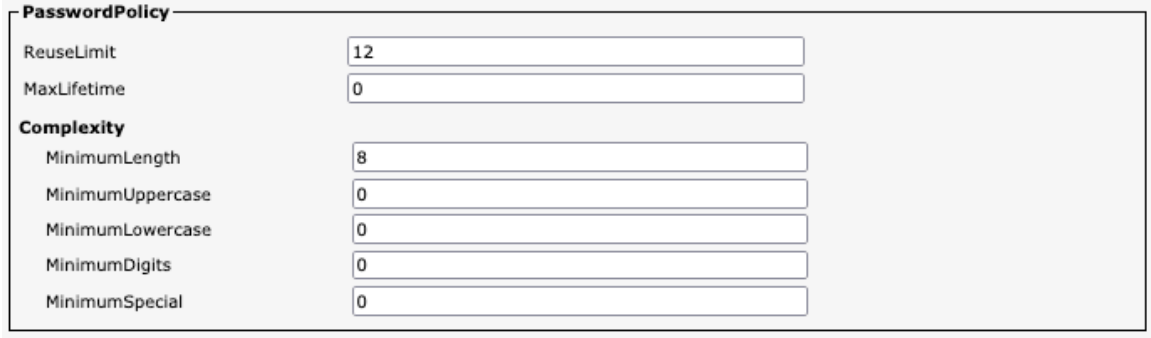
Proximity



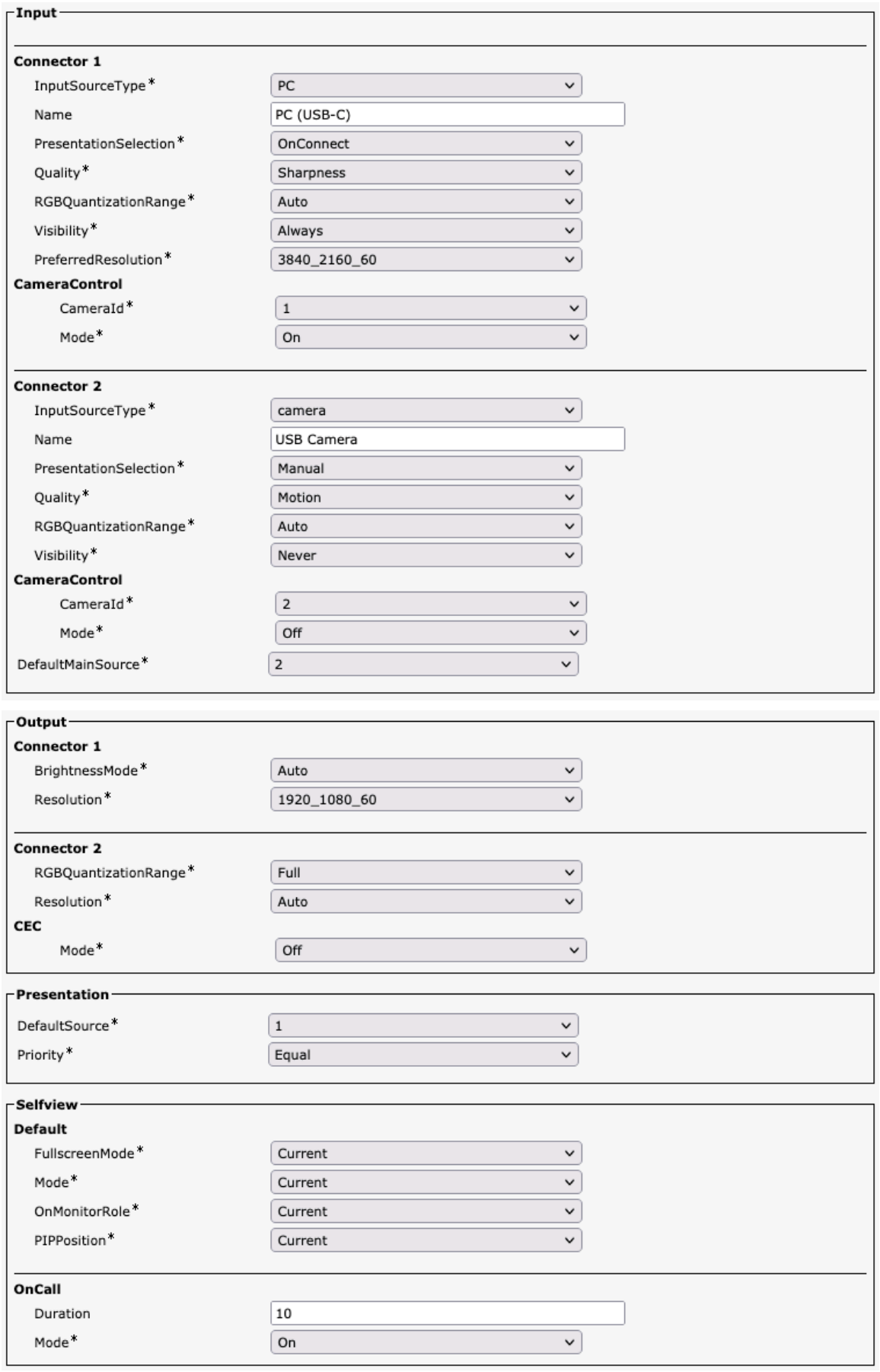


User Management

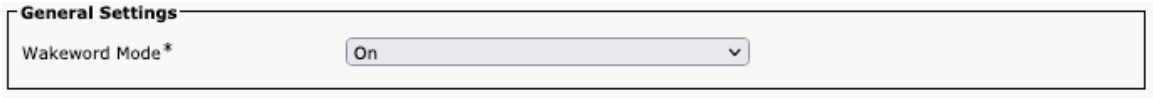




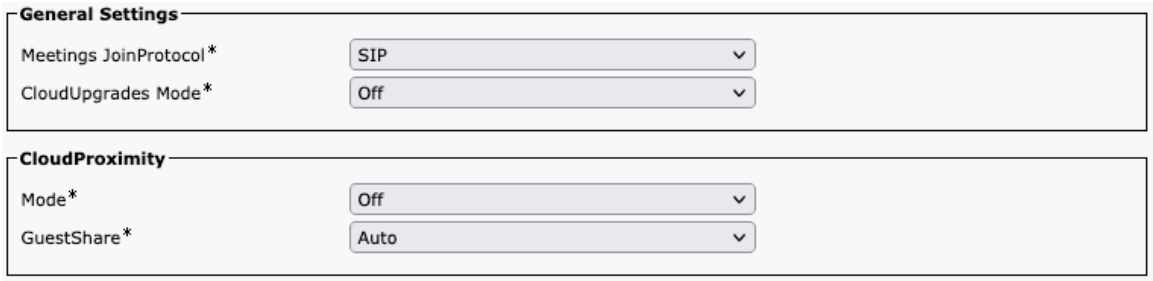
Video


Input
Connector 1
InputSourceType* PC
Name PC (USB-C)
PresentationSelection* OnConnect
Quality* Sharpness
RGBQuantizationRange* Auto
Visibility* Always
PreferredResolution* 3840_2160_60
CameraControl
CameraId* 1
Mode* On
Connector 2
InputSourceType* camera
Name USB Camera
PresentationSelection* Manual
Quality* Motion
RGBQuantizationRange* Auto
Visibility* Never
CameraControl
CameraId* 2
Mode* Off
DefaultMainSource* 2
Output
Connector 1
BrightnessMode* Auto
Resolution* 1920_1080_60
Connector 2
RGBQuantizationRange* Full
Resolution* Auto
CEC
Mode* Off
Presentation
DefaultSource* 1
Priority* Equal
Selfview
Default
FullscreenMode* Current
Mode* Current
OnMonitorRole* Current
PIPPosition* Current
OnCall
Duration 10
Mode* On

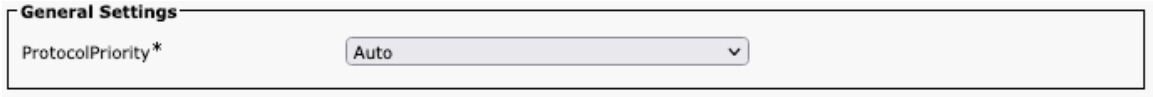
Voice Control



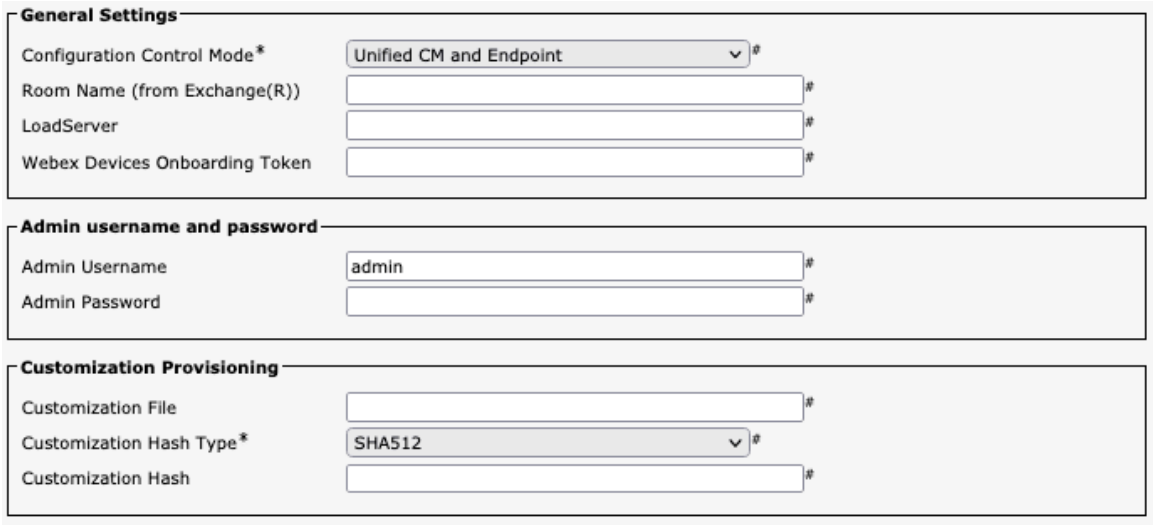
Webex



Bookings



Miscellaneous



Note: If wanting to enable the admin username and password or SMTP password enabled, then should utilize a secure profile with TFTP encryption enabled.

For information about TCP and UDP ports used by the Webex Desk Series and the Cisco Unified Communications Manager, refer to the Cisco Unified Communications Manager TCP and UDP Port Usage document at this URL:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/port/10_5_x/cucm_b_port-usage-cucm-105x/cucm_b_port-usage-cucm-105x_chapter_00.html

For more information, see the Webex Desk Series Administrator Guide.

http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-maintenance-guides-list.html

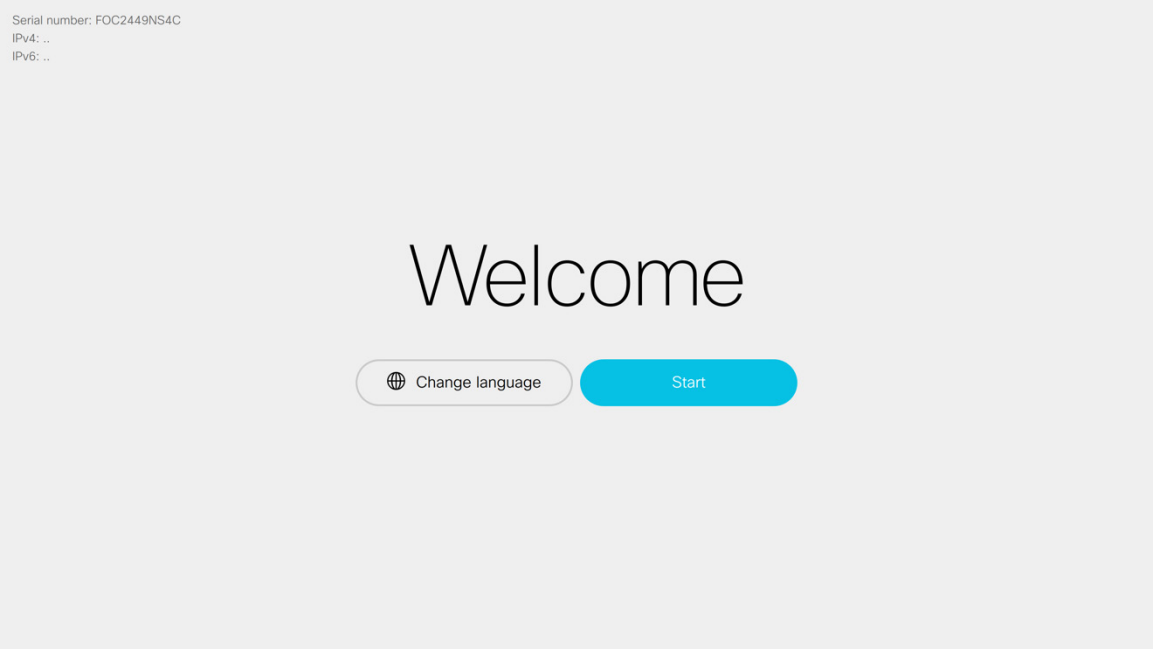
Configuring the Webex Desk Series

To configure the Webex Desk Series, use the local user interface.

Wi-Fi Profile Configuration

Use the following guidelines to manually configure a Wi-Fi network via the local user interface.

- For an out of box (factory reset) Webex Desk Series, configure the Wi-Fi network via the startup wizard.



- Configuration options will be determined by whether a broadcasted Wi-Fi network is being configured or a Wi-Fi network is being manually configured.

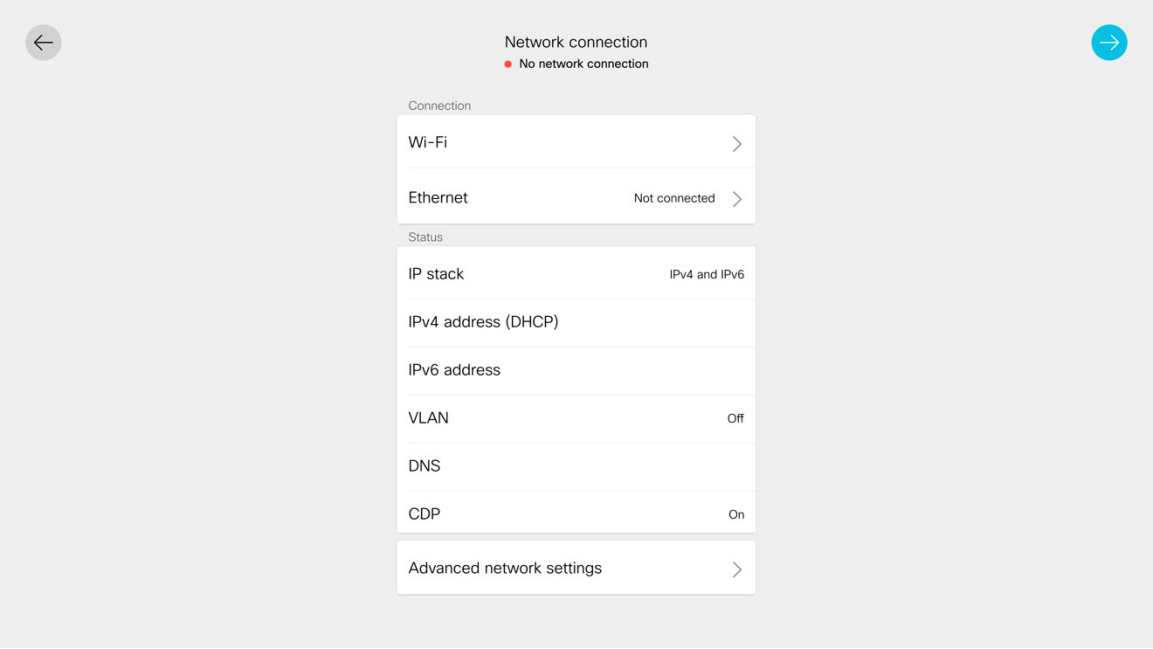
- Below lists the available security modes supported and the key management and encryption types that can be used for each mode.

  The key management and encryption type (cipher) will be auto-configured based on the access point's current configuration, where precedence is giving to the strongest key management type enabled (e.g. WPA2) then the strongest cipher enabled (e.g. AES).

Security Mode	EAP Method	Key Management	Encryption
Open	N/A	None	None

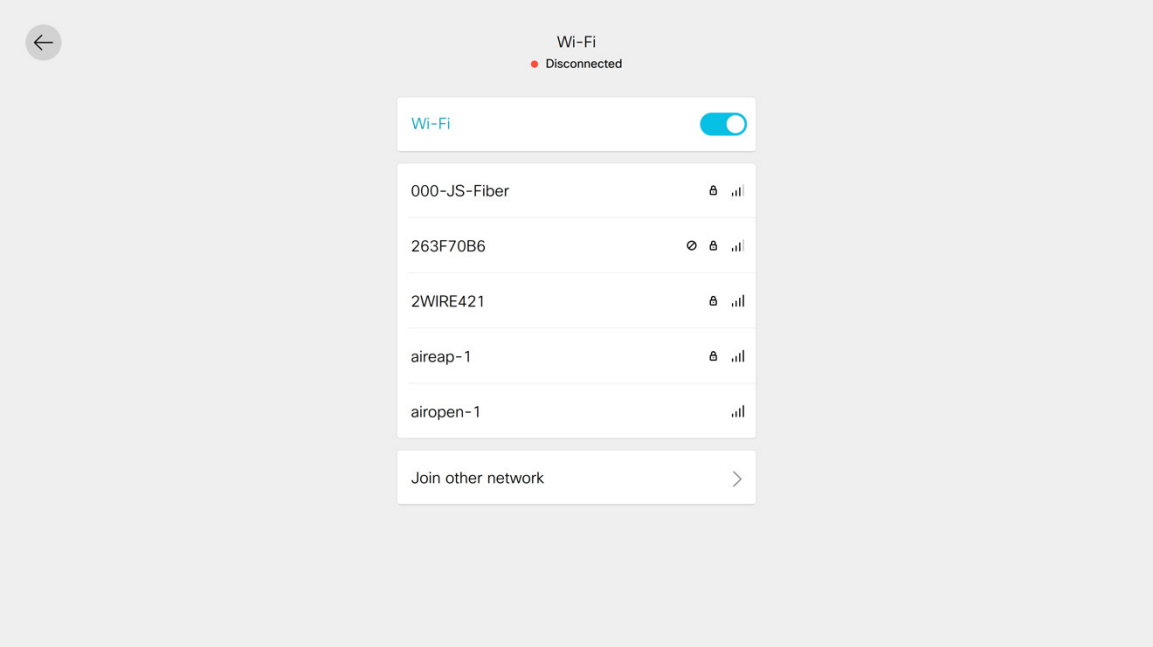
PSK	N/A	WPA2, WPA	AES, TKIP
EAP	FAST	WPA2, WPA	AES, TKIP
	PEAP	WPA2, WPA	AES, TKIP
	TLS	WPA2, WPA	AES, TKIP
	TTLS	WPA2, WPA	AES, TKIP

- Select **Wi-Fi** to configure a Wi-Fi network.



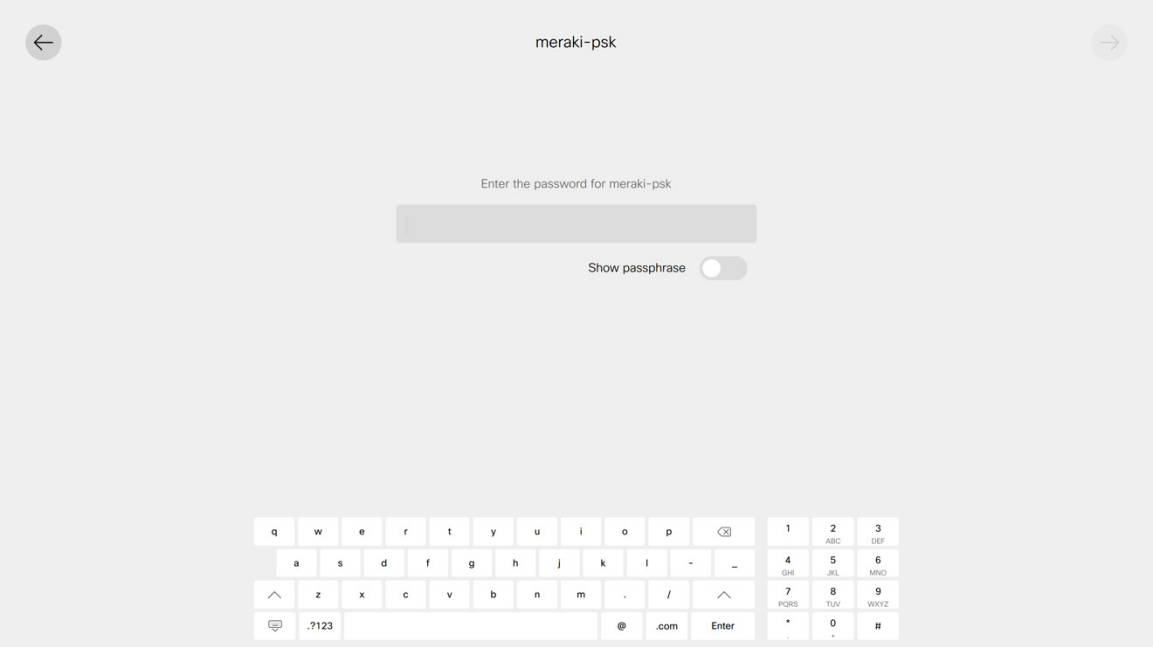
Configuring a Broadcasted Wi-Fi Network

- If the Wi-Fi network is broadcasted, select the desired Wi-Fi network from the list, then enter the required credentials depending on the Wi-Fi network's security settings.

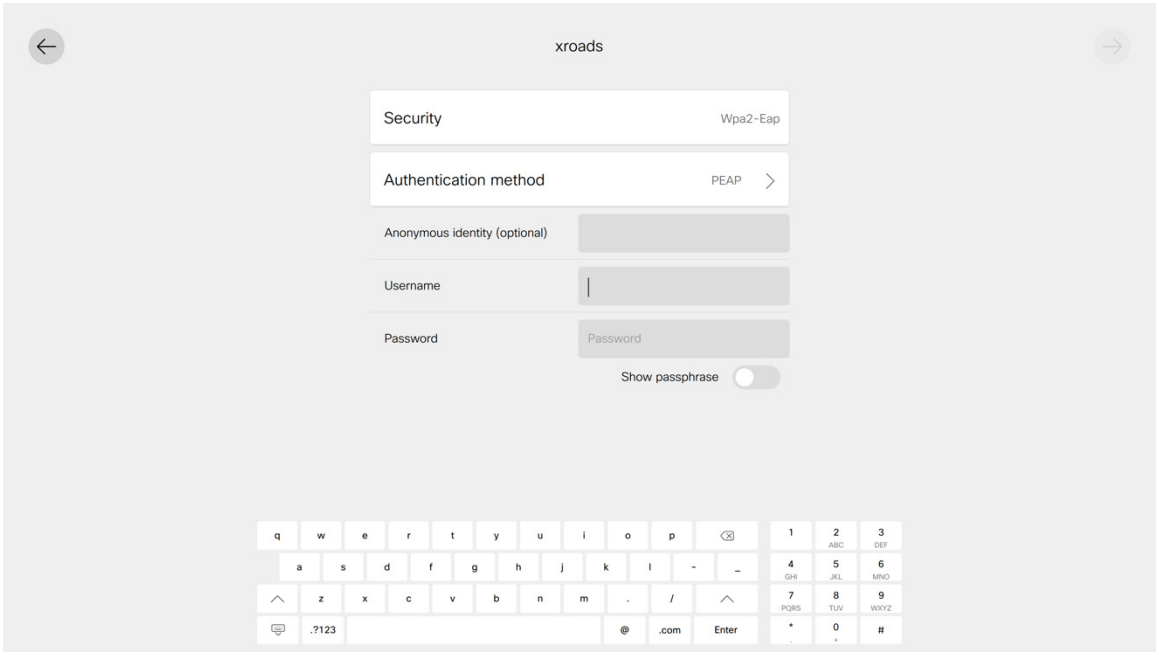


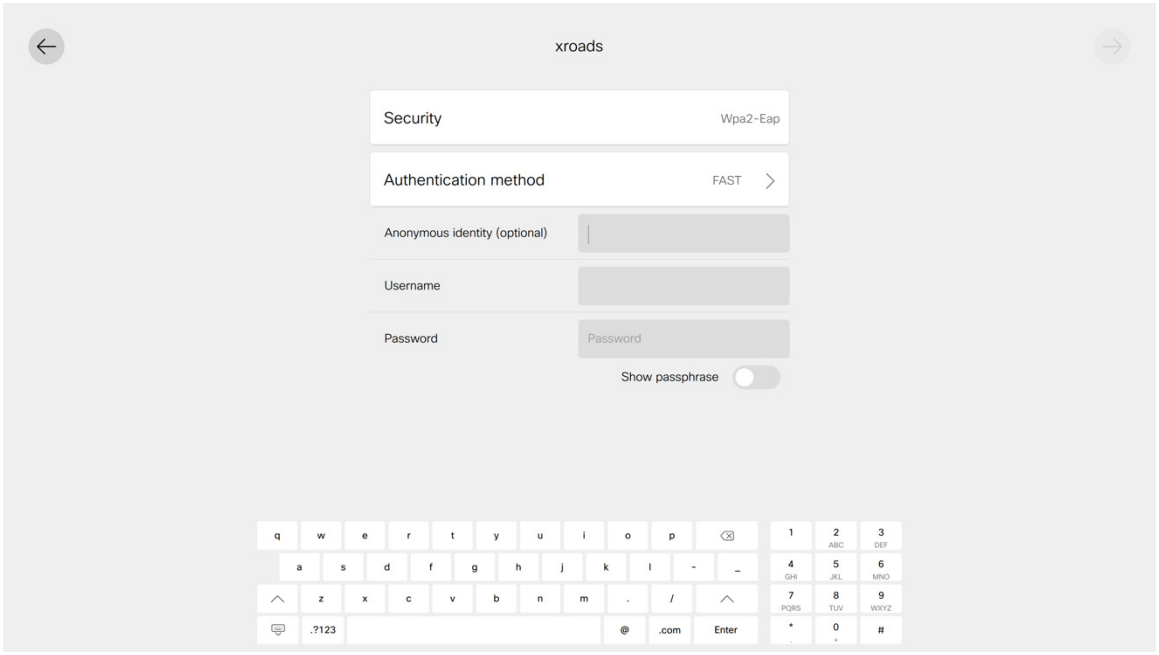
- To connect to an open Wi-Fi network, simply click on the Wi-Fi network name.

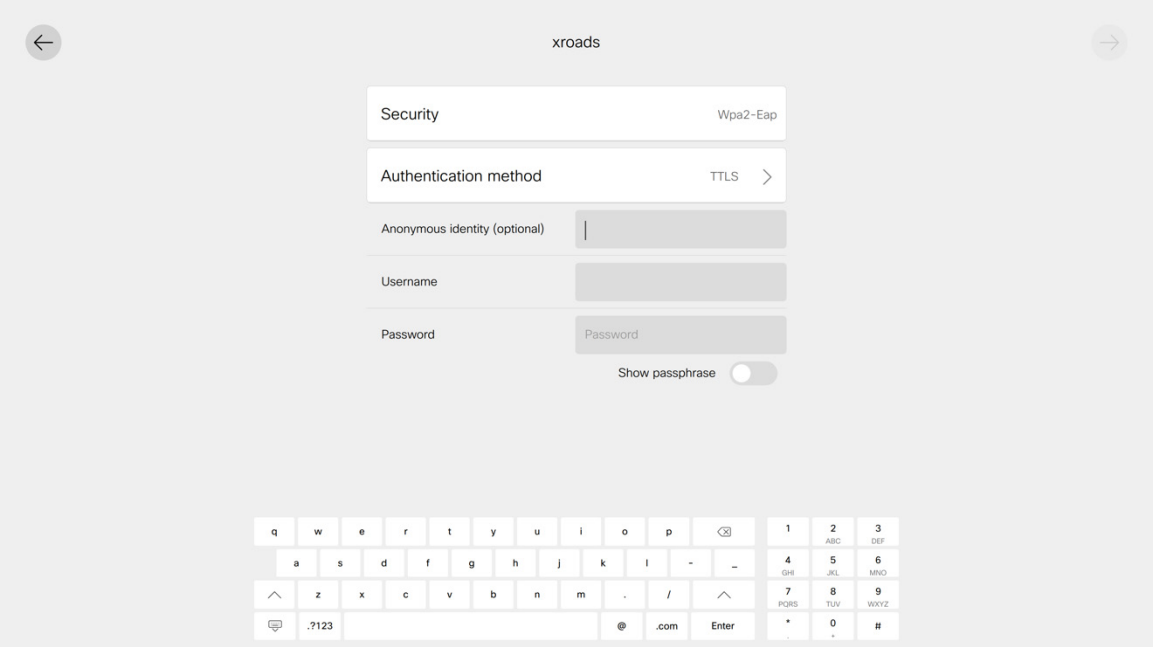
- To connect to a PSK enabled Wi-Fi network, click on the Wi-Fi network name, then enter the 8-63 ASCII or 64 HEX **Password**.



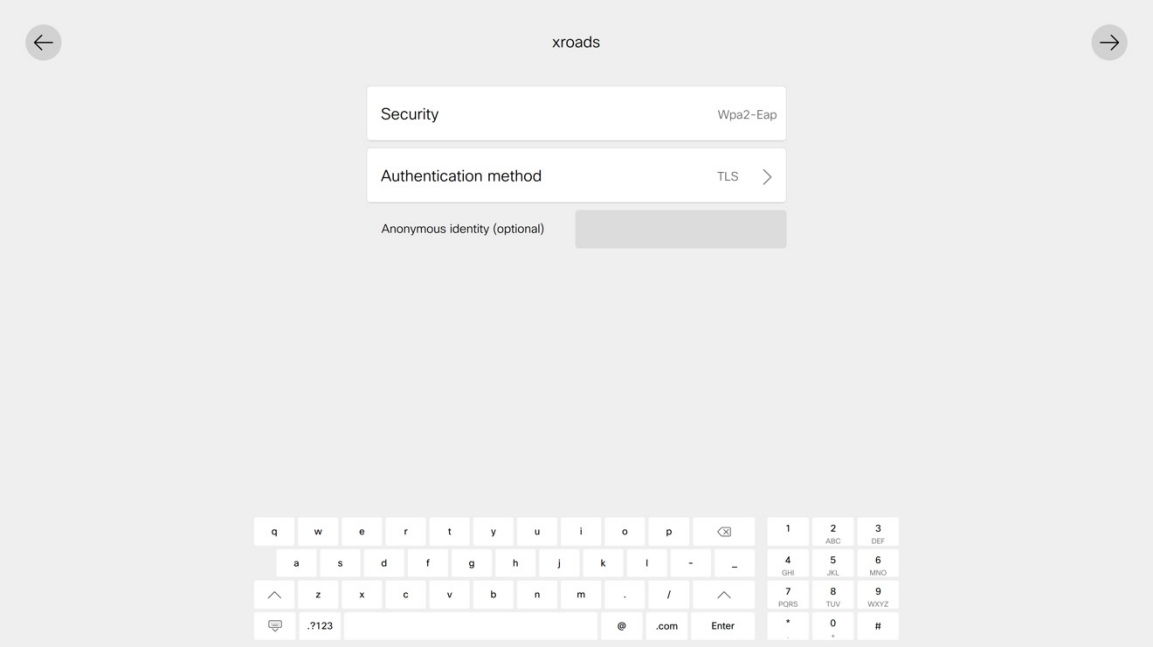
- To connect to an EAP enabled Wi-Fi network, click on the Wi-Fi network name, then select the **Authentication method**.
- If configuring a PEAP, EAP-FAST (FAST), or EAP-TTLS (TTLS) Wi-Fi network, enter the **Username** and **Password**.


xroads
Security
Wpa2-Eap
Authentication method
PEAP
Anonymous identity (optional)
Username
Password
Password
Show passphrase


xroads
Security
Wpa2-Eap
Authentication method
FAST
Anonymous identity (optional)
Username
Password
Password
Show passphrase

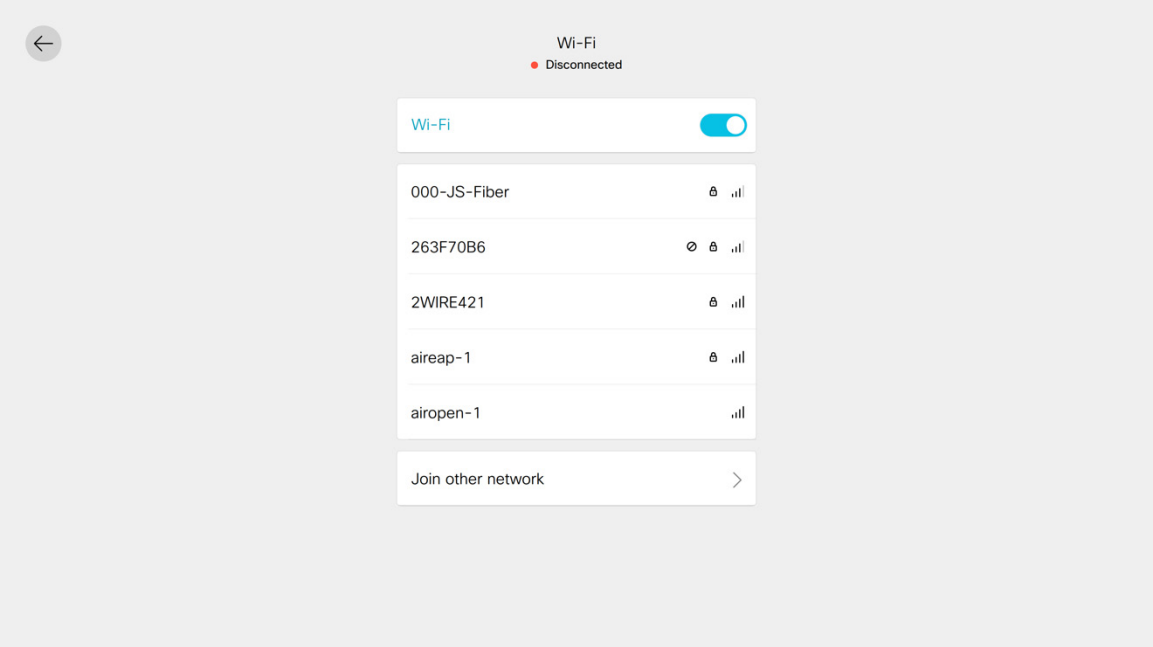


- If configuring an EAP-TLS (TLS) Wi-Fi network, will need to ensure the proper user and CA certificates are installed via the device webpage.

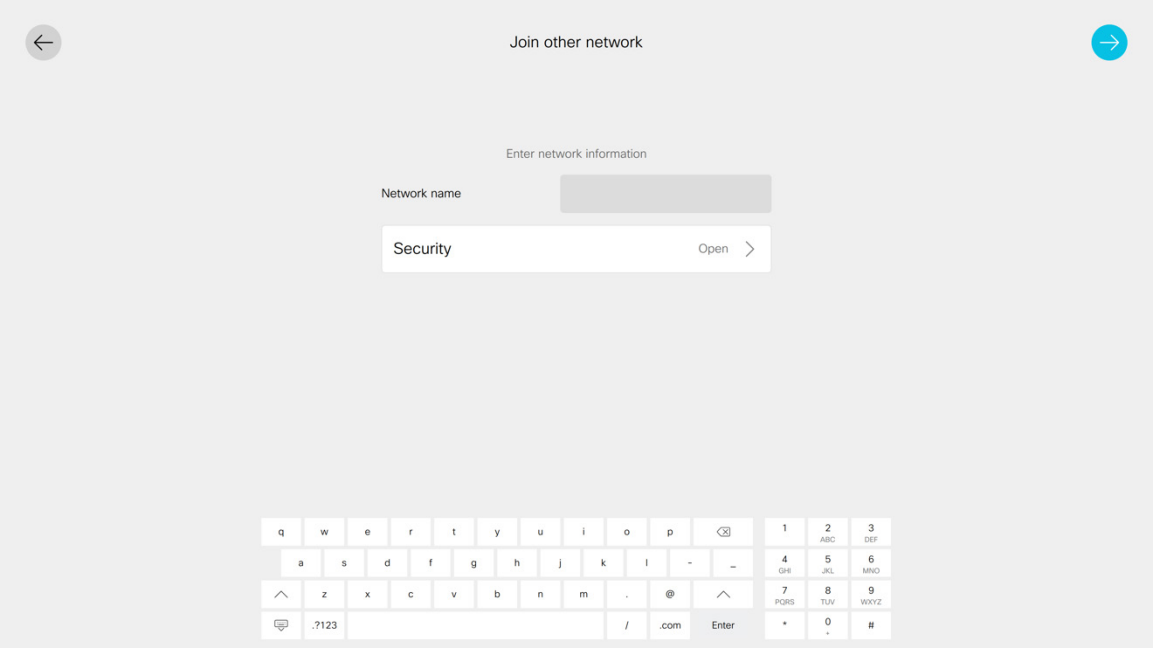


Configuring a Non-Broadcasted Wi-Fi Network

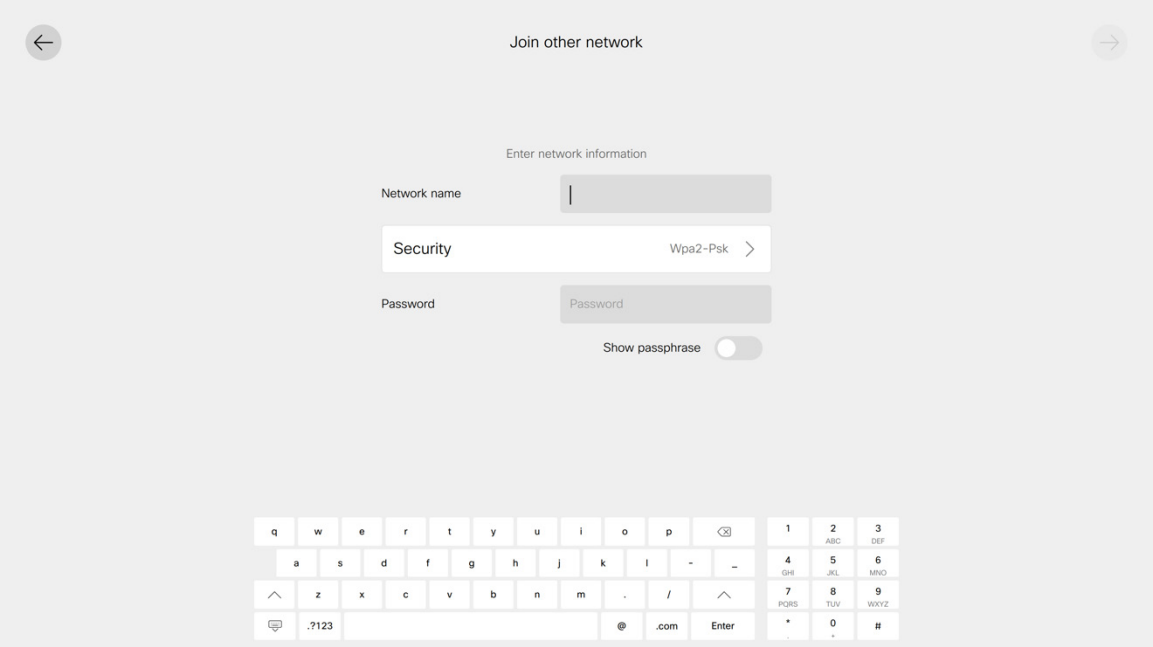
- If manually configuring a non-broadcasted (hidden) Wi-Fi network, select **Join other network**.
- Then configure the **Network name** (SSID), **Security** type, and enter the required credentials depending on the Wi-Fi network's security settings.



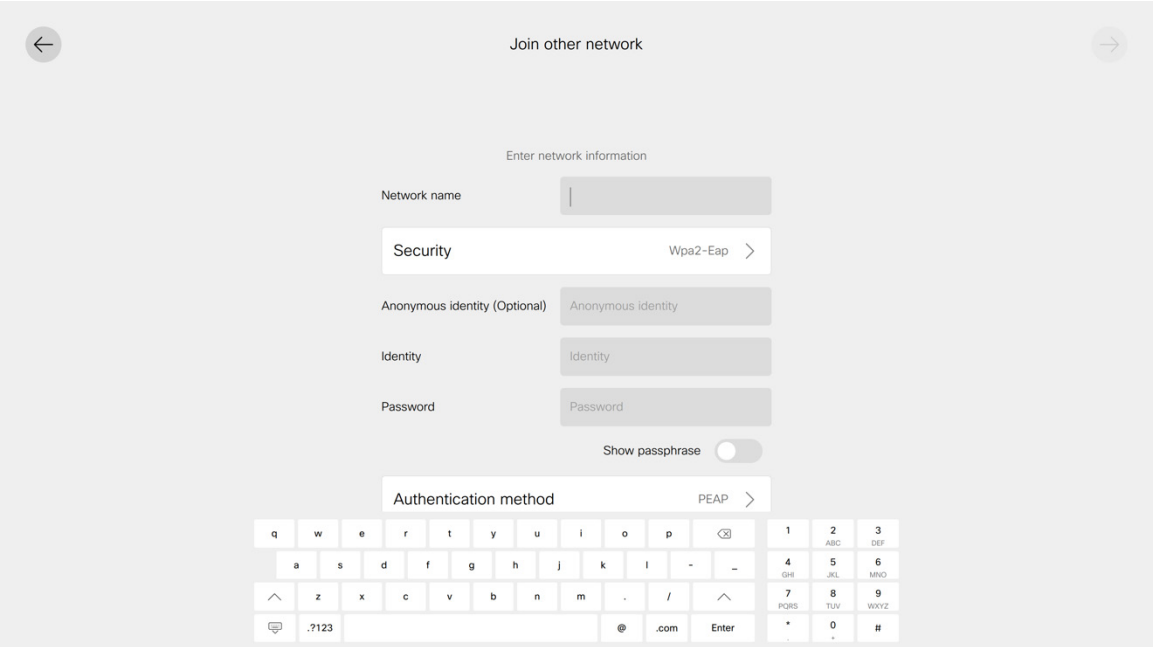
- To connect to an open Wi-Fi network, enter the **Network name**, then set **Security** to **Open**.

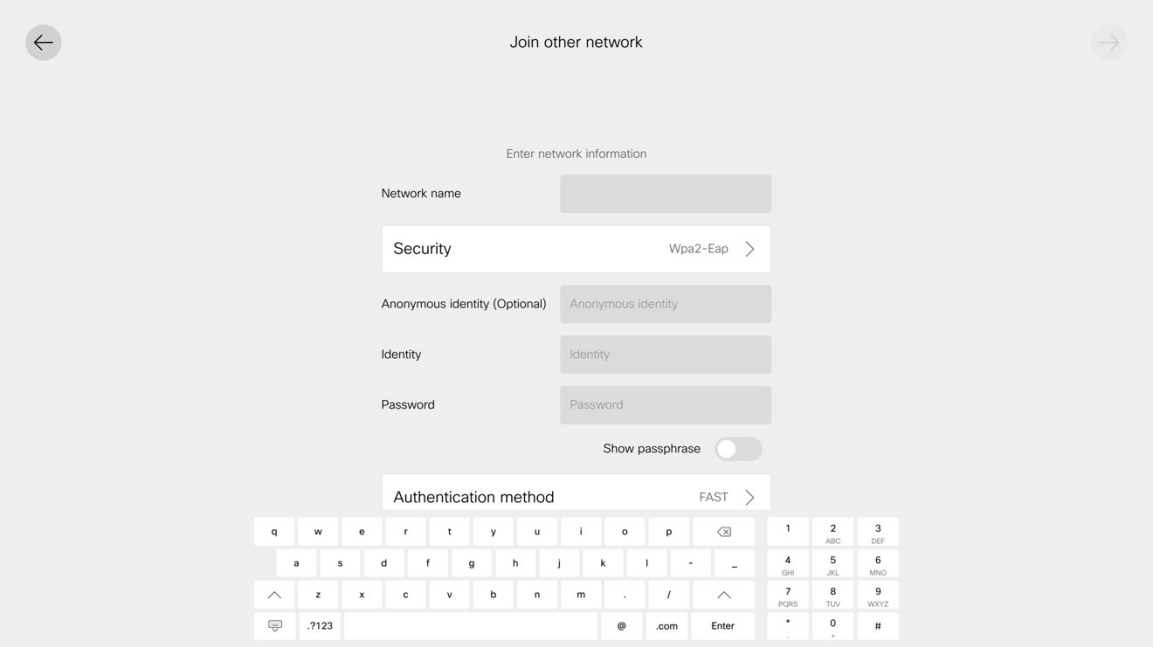


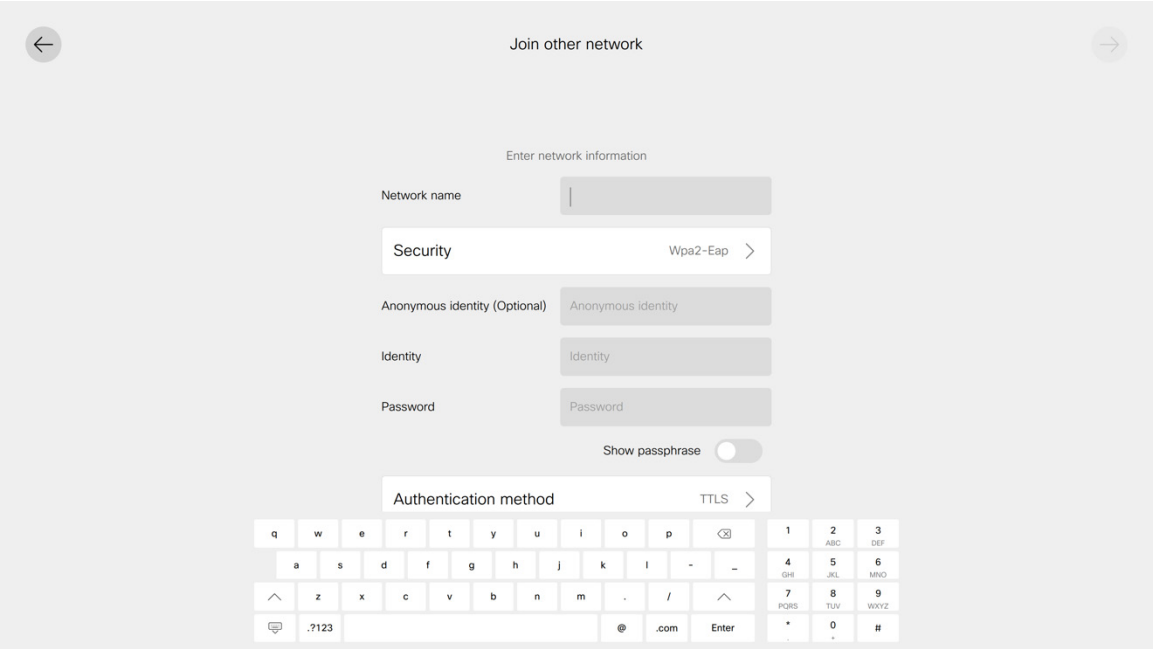
- To connect to a PSK enabled Wi-Fi network, enter the **Network name**, set **Security** to **WPA2-PSK**, then enter the 8-63 ASCII or 64 HEX **Password**.



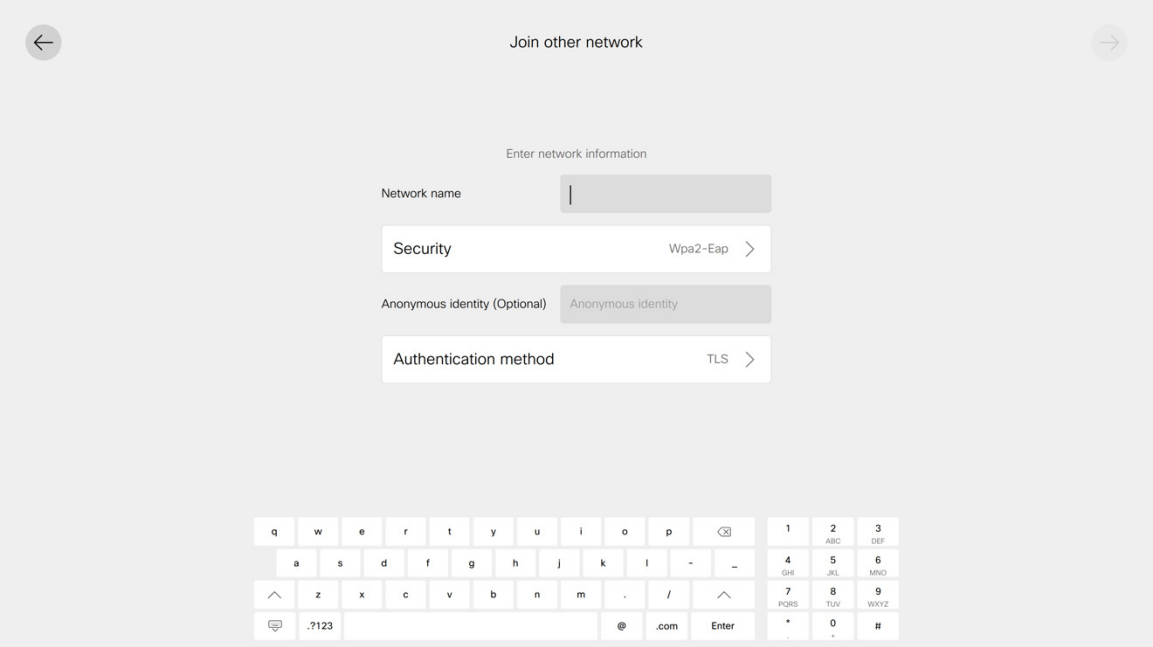
- To connect to an EAP enabled Wi-Fi network, enter the **Network name**, set **Security** to **WPA2-EAP**, then select the **Authentication method**.
- If configuring a PEAP, EAP-FAST (FAST), or EAP-TTLS (TTLS) Wi-Fi network, enter the **Username** and **Password**.





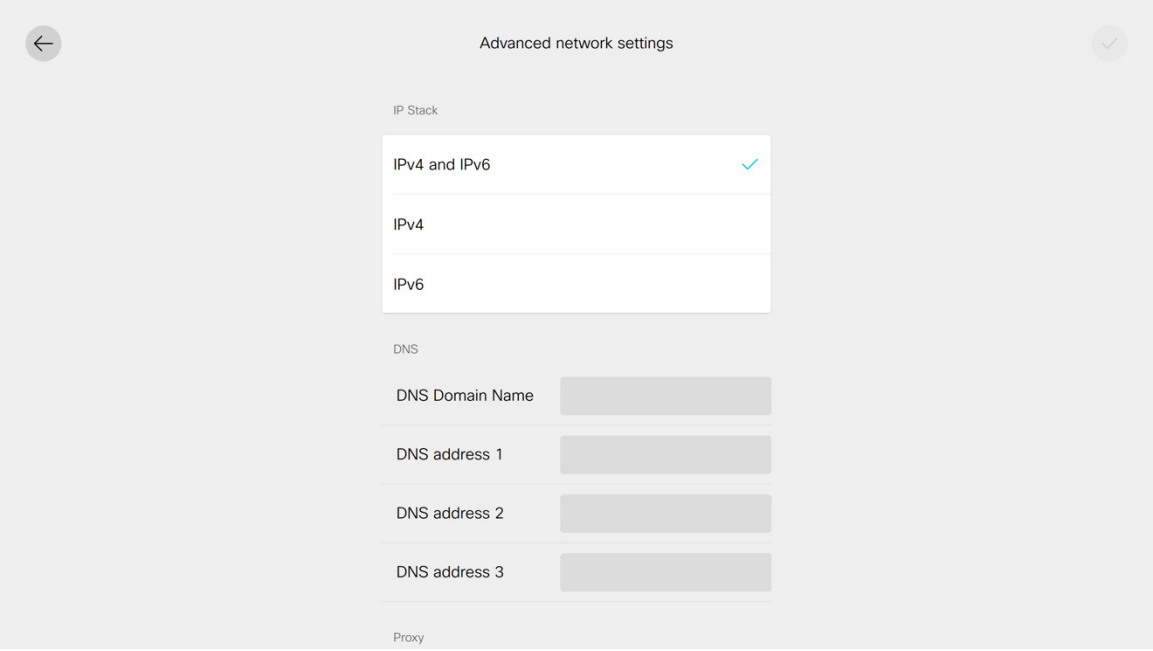


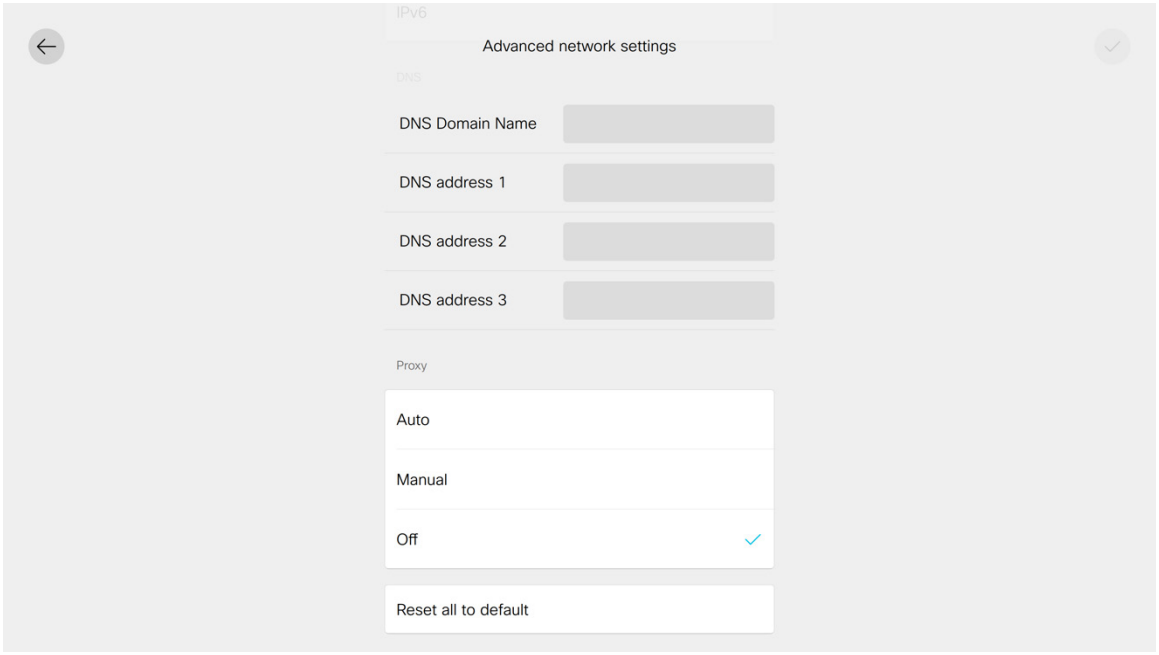
- If configuring an EAP-TLS (TLS) Wi-Fi network, will need to ensure the proper user and CA certificates are installed via the device webpage.

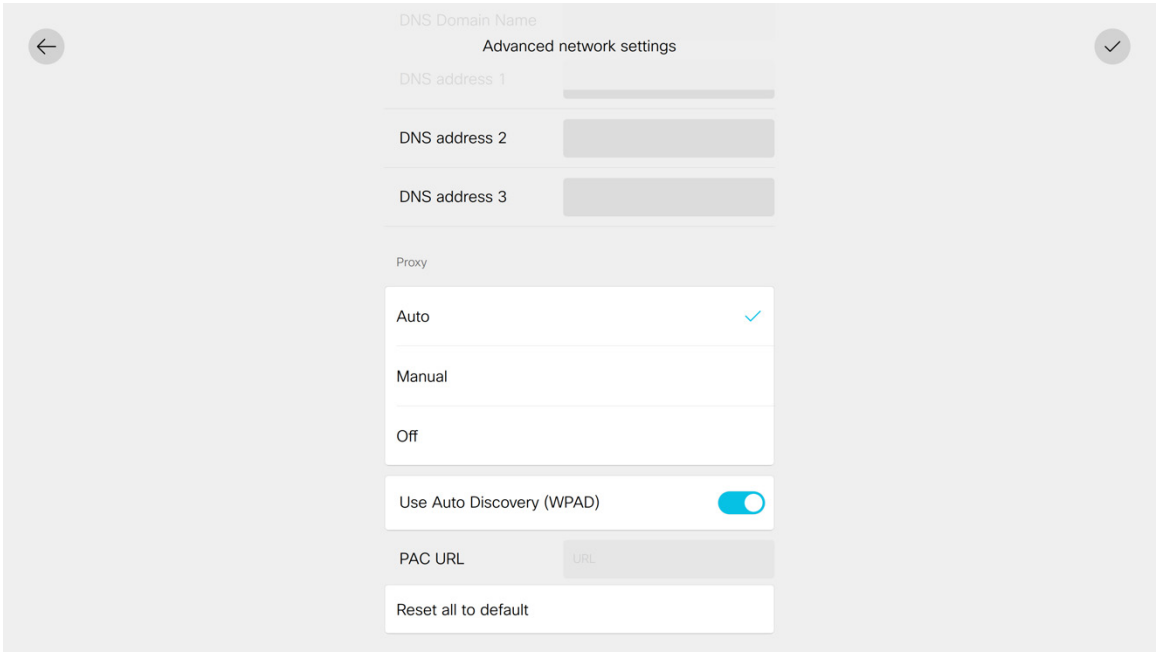


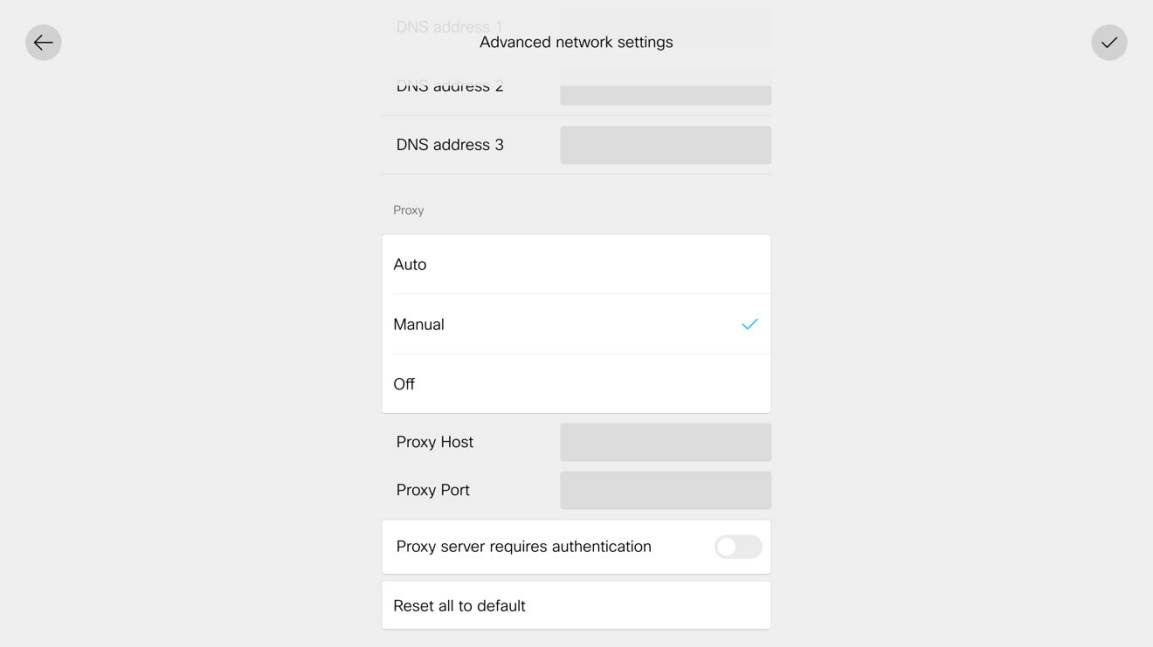
Configuring Advanced Options for the Wi-Fi Network

- Proxy settings can be configured in the **Advanced network settings** section of the **Network connection** settings.




IPv6
Advanced network settings
DNS
DNS Domain Name
DNS address 1
DNS address 2
DNS address 3
Proxy
Auto
Manual
Off
Reset all to default


DNS Domain Name
Advanced network settings
DNS address 1
DNS address 2
DNS address 3
Proxy
Auto
Manual
Off
Use Auto Discovery (WPAD)
PAC URL
URL
Reset all to default



Note: The access point must support AES (CCMP128) as TKIP can only be used as the broadcast/multicast cipher.

WPA3 is not supported.

802.1x-SHA2 key management is not supported.

CCMP256, GCMP128, and GCMP256 encryption ciphers are not supported.

For more information, refer to the Webex Desk Series Administrator Guide at this URL:

http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-maintenance-guides-list.html

Certificate Management

The Webex Desk Series can utilize X.509 digital certificates for **EAP-TLS** or to enable server validation when using **PEAP**, **EAP-FAST**, or **EAP-TTLS**.

When using EAP-TLS, need to ensure the date and time is configured correctly.

Only Base-64 (PEM) encoding is acceptable for the client and server certificates (DER encoding is not supported).

Certificates with a key size of 1024, 2048, and 4096 are supported.

Ensure the client and server certificates are signed using either the SHA-1 or SHA-2 algorithm, as the SHA-3 signature algorithms are not supported.

Ensure Client Authentication is listed in the Enhanced Key Usage section of the user certificate details.

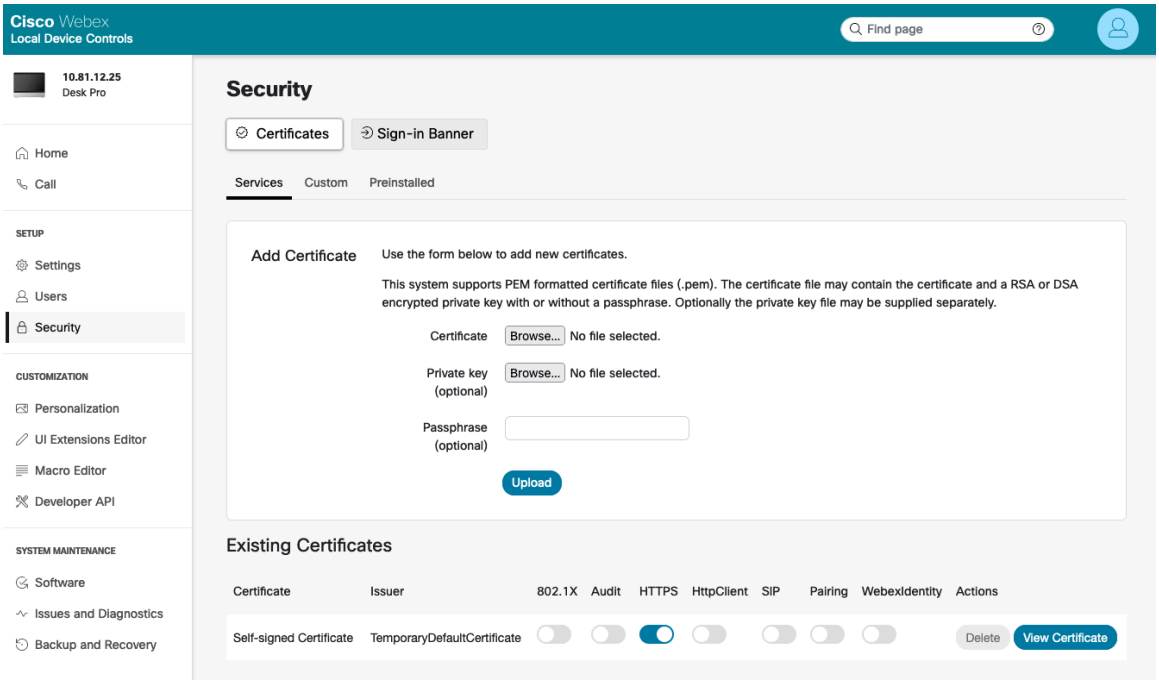
Microsoft® Certificate Authority (CA) servers are recommended. Other CA server types may not be completely interoperable with the Webex Desk Series.

Installing Certificates

Certificates can be installed via the Webex Desk Series webpage.

Automatic certificate enrollment is currently not supported.

To install certificates via the Webex Desk Series webpage, select **Security > Certificates**, then select **Services** or **Custom** depending on whether a user certificate or server certificate (root CA) is to be installed.



A user certificate must be installed to utilize **EAP-TLS**.

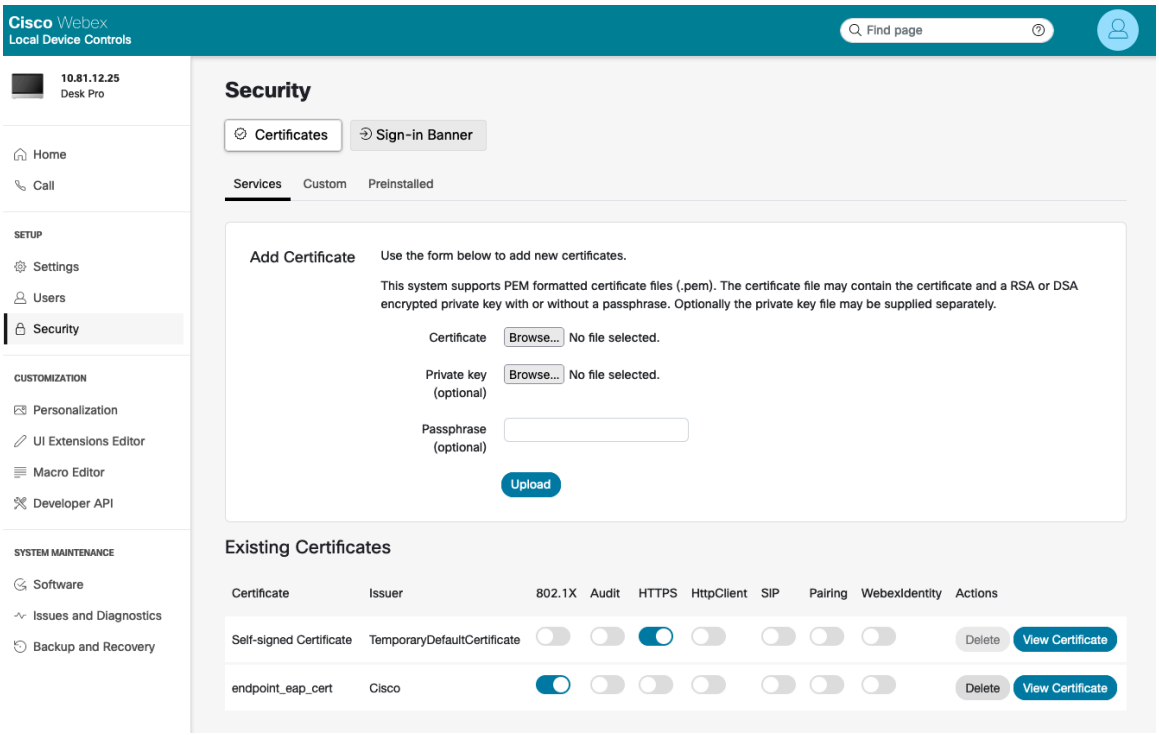
Optionally the private key can be uploaded along with the certificate.

A password may need to be entered to extract the certificates and keys.

Ensure the user certificate is enabled for **802.1X** after it is installed successfully.

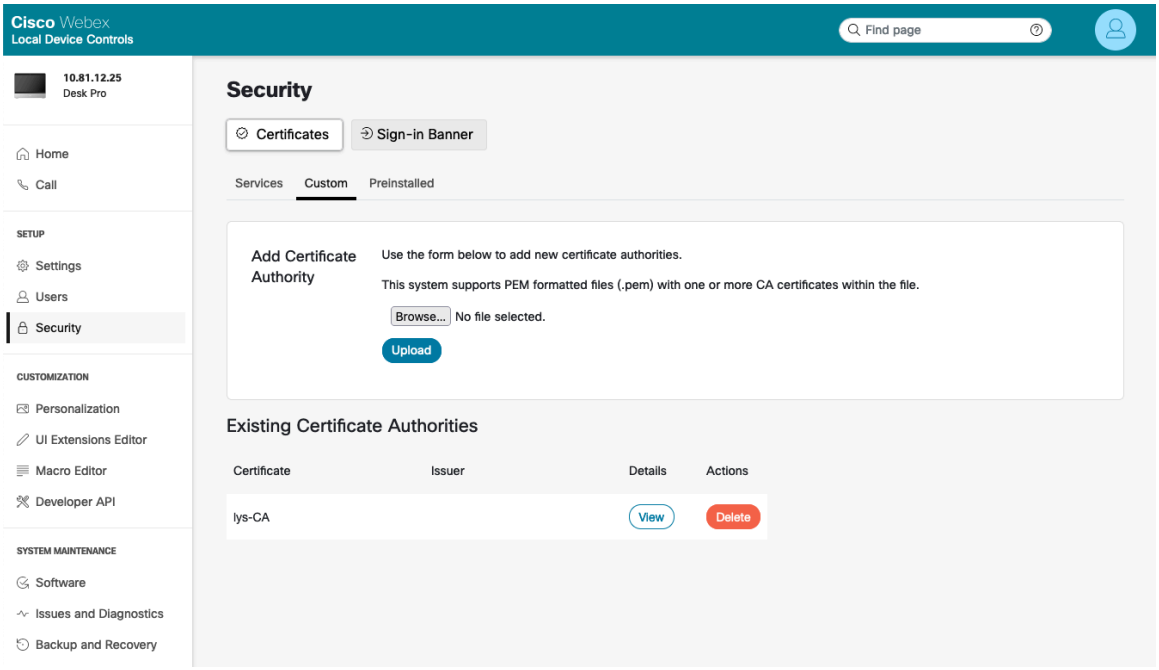
Only a single user certificate can be enabled for **802.1X**, therefore that certificate is used automatically as the EAP-TLS user certificate and no additional Wi-Fi profile configuration is required

Ensure the CA chain that issued the user certificate is added to the RADIUS server's trust list.



The root CA certificate that issued the RADIUS server's certificate must be installed to enable server validation for **EAP-FAST**, **EAP-TLS**, **EAP-TTLS**, or **PEAP**.

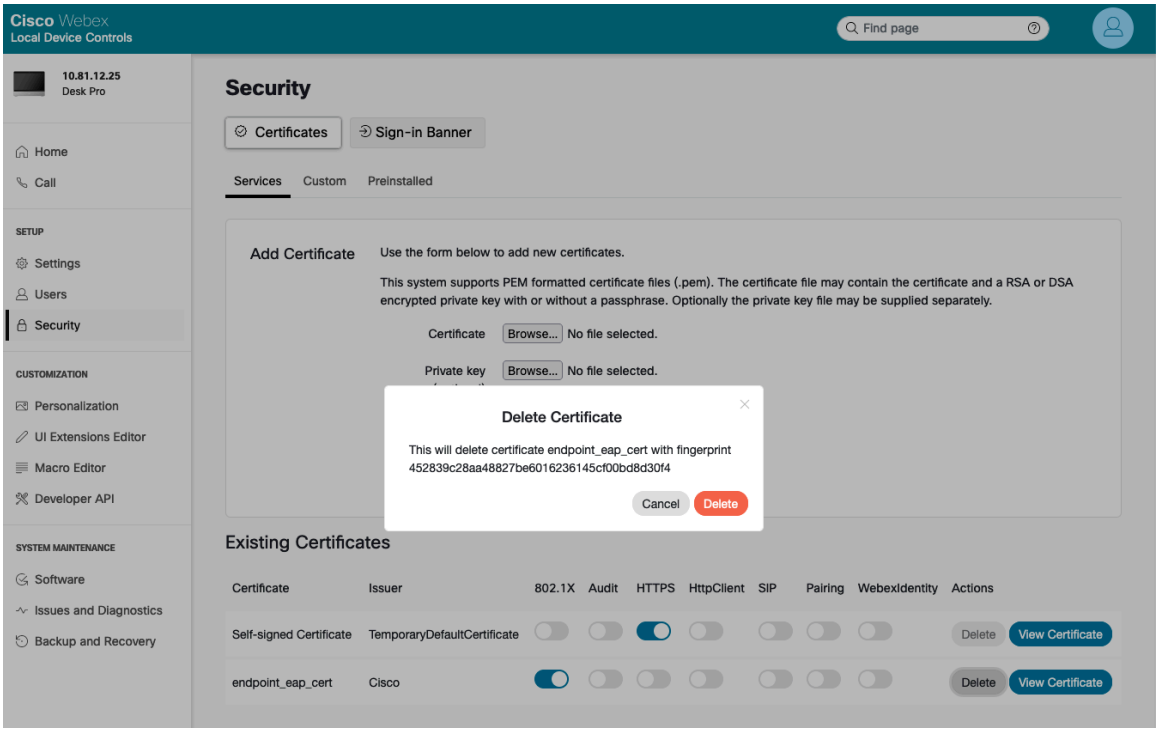
Once installed, server validation is automatically enabled and no additional Wi-Fi profile configuration is required.



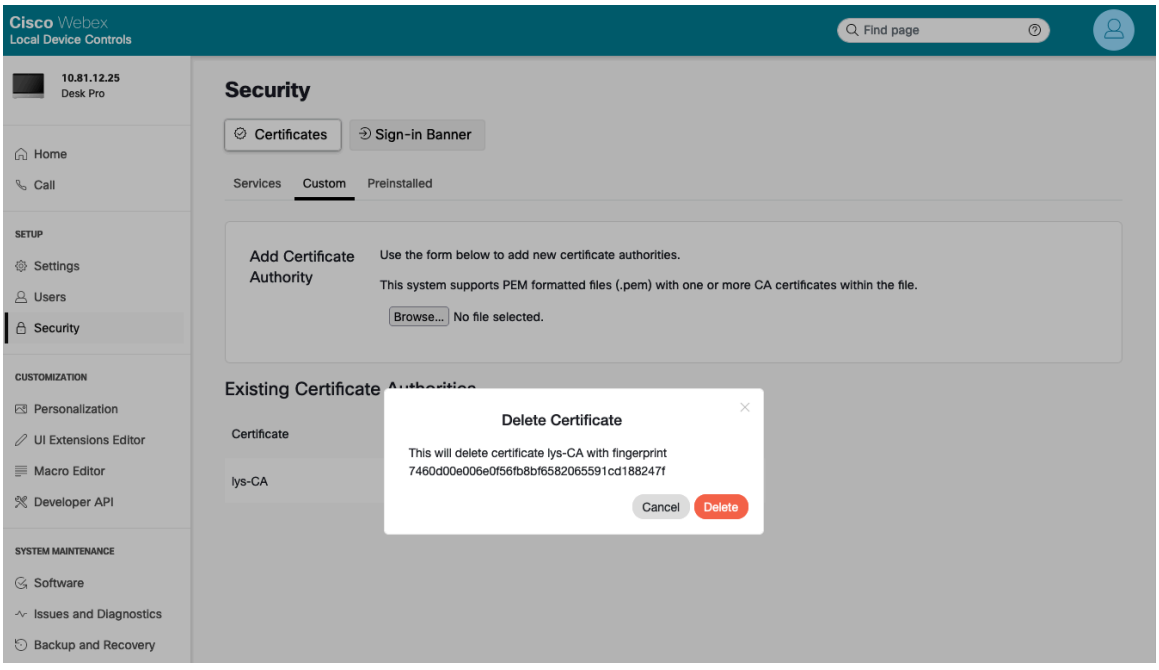
Removing Certificates

Certificates can be removed individually.

To remove an individual user certificate, select **Security > Certificates > Services**, then select **Delete**.



To remove an individual user certificate, select **Security > Certificates > Custom**, then select **Delete**.



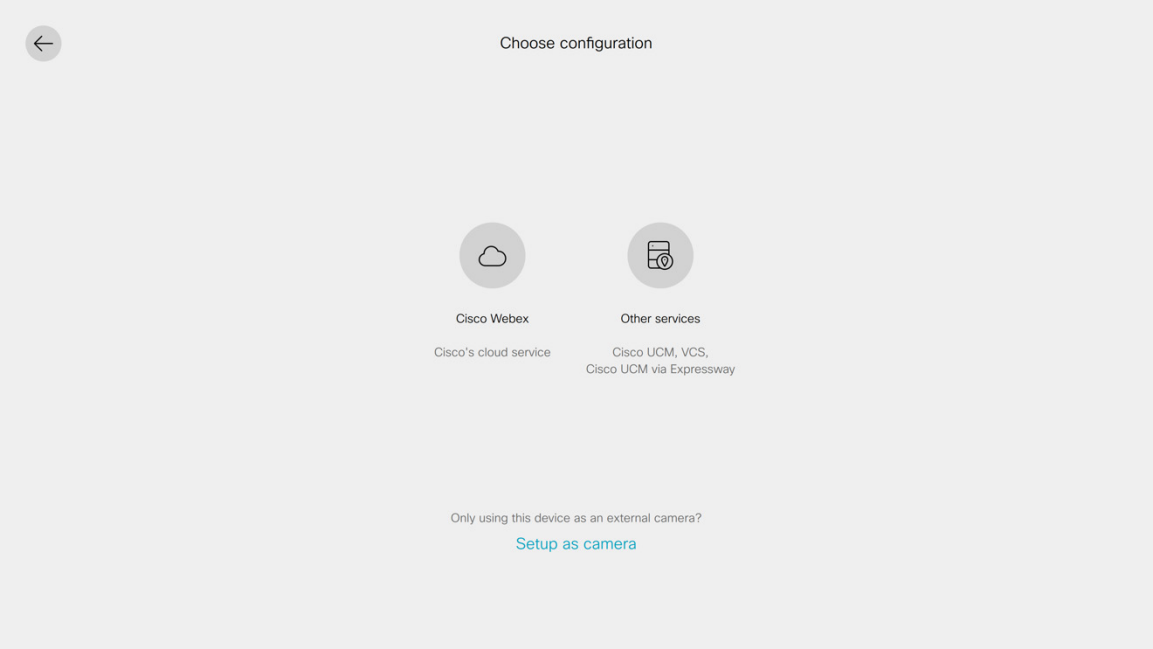
For more information, refer to the Webex Desk Series Administrator Guide at this URL:

http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-maintenance-guides-list.html

Call Control Configuration

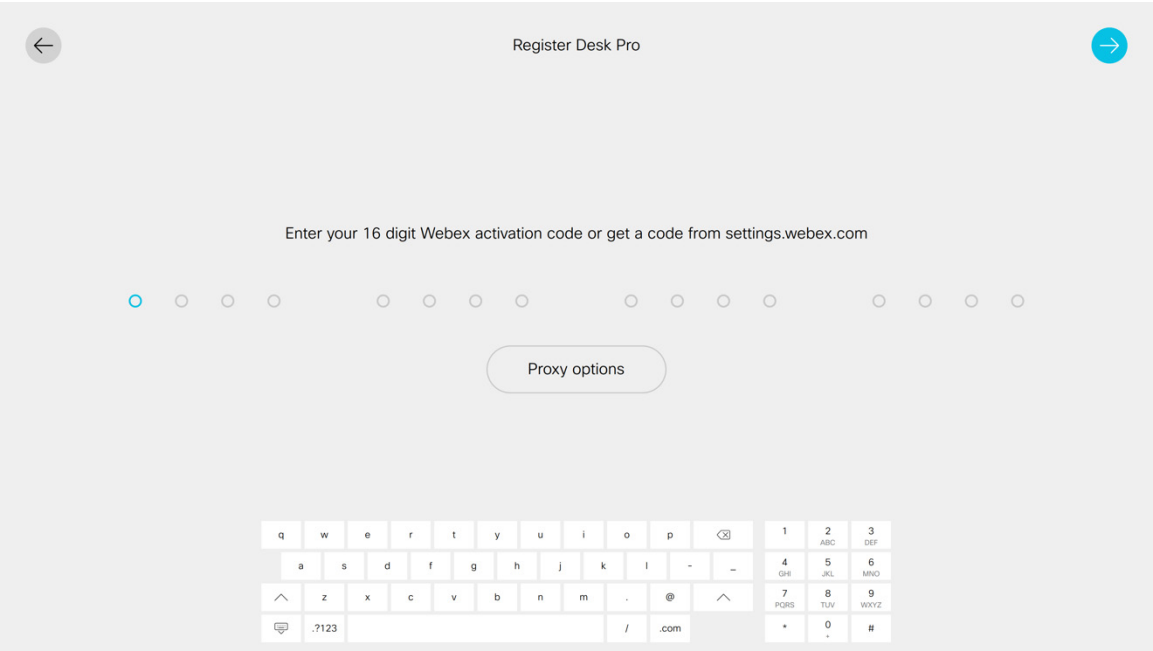
The Webex Desk Series can register to various call control systems.

Select the desired call control system via the startup wizard.



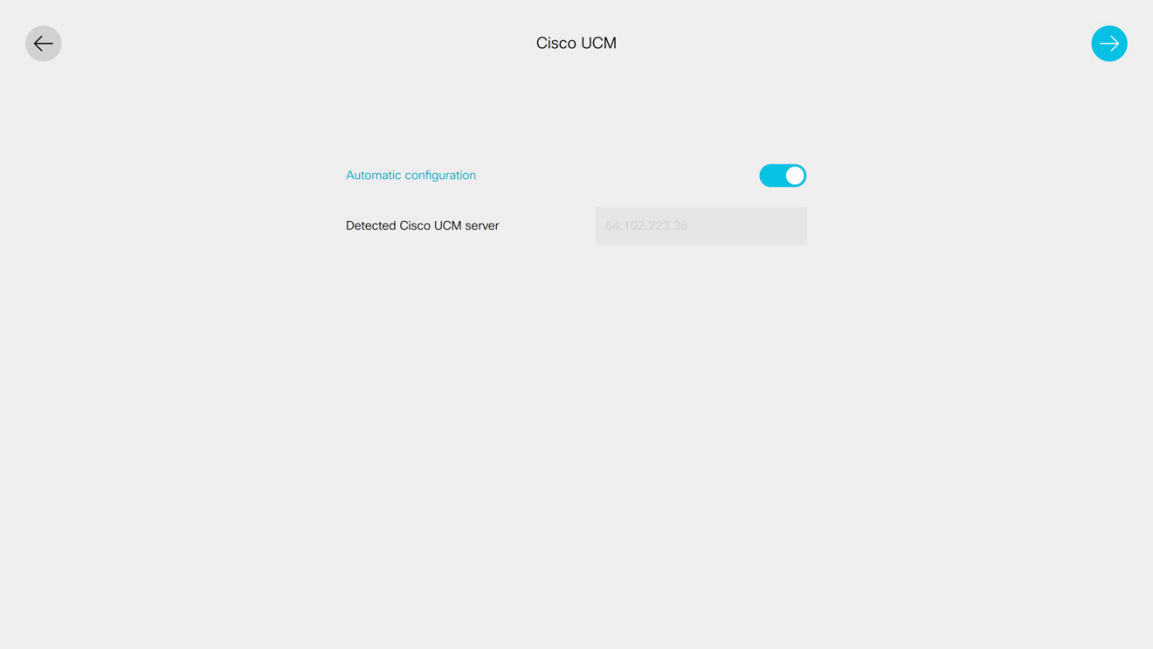
Webex

If Webex is selected, enter the 16 digit activation code and configure the proxy options as necessary.



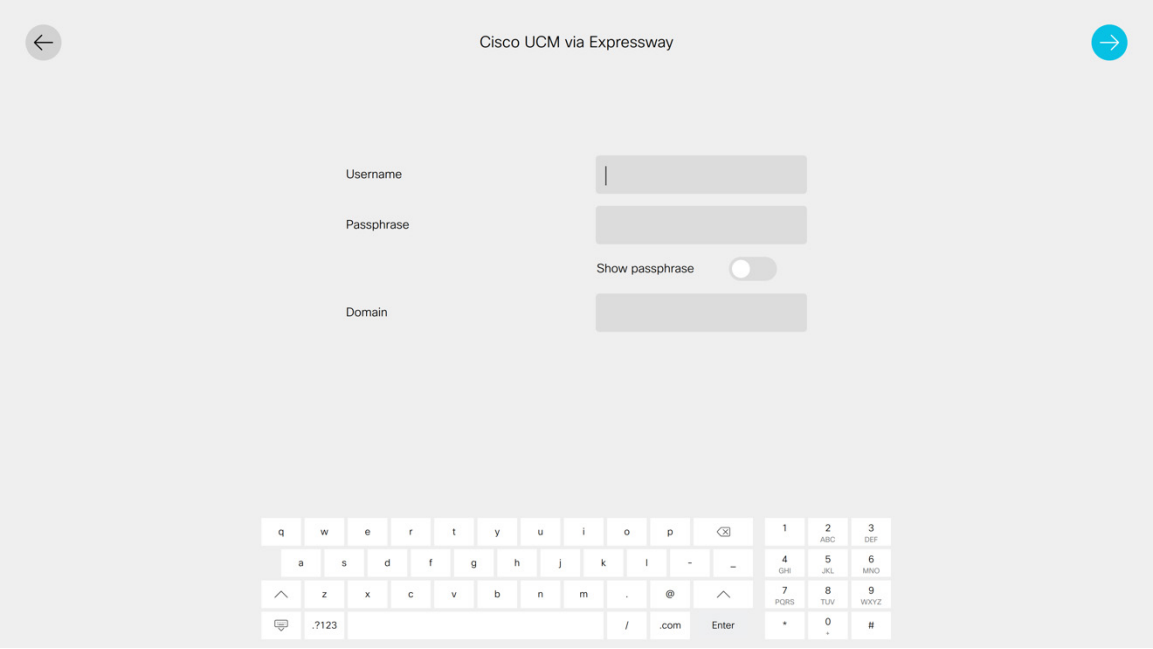
Cisco Unified Communications Manager (UCM)

If **Cisco UCM** is selected, either use the automatic configuration selection to use the **Cisco UCM server** address provided via the network or enter the **Cisco UCM server** manually.



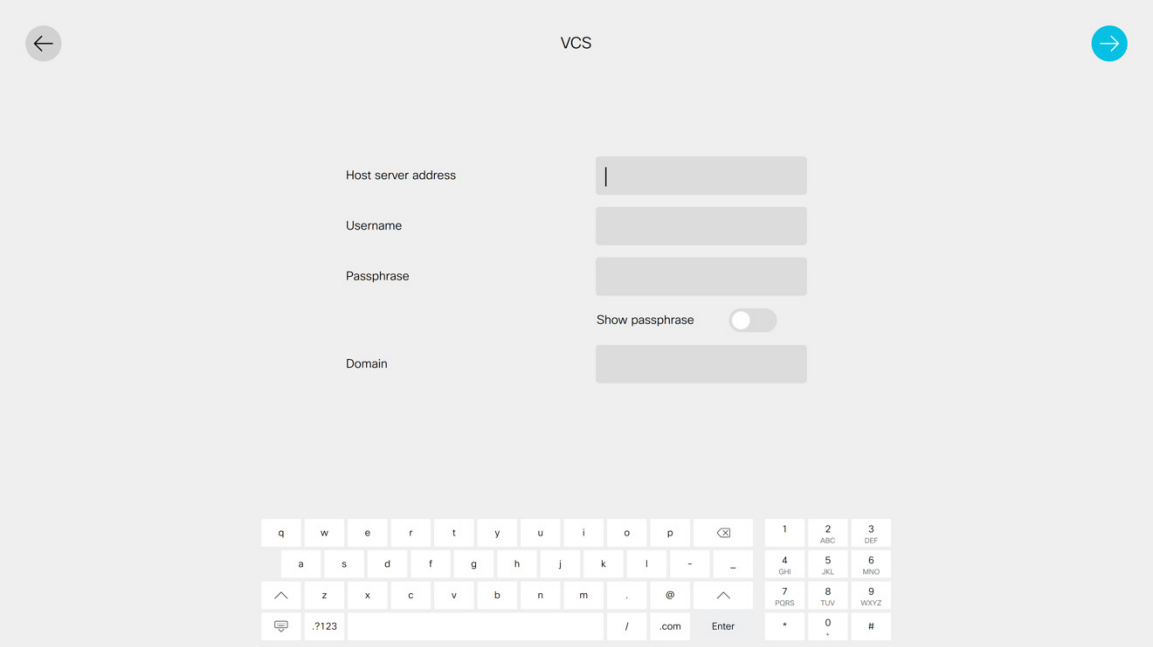
Cisco Unified Communications Manager (UCM) via Expressway

If **Cisco UCM via Expressway** is selected, enter the **Username**, **Passphrase**, and **Domain** information.



Cisco Video Communication Service (VCS)

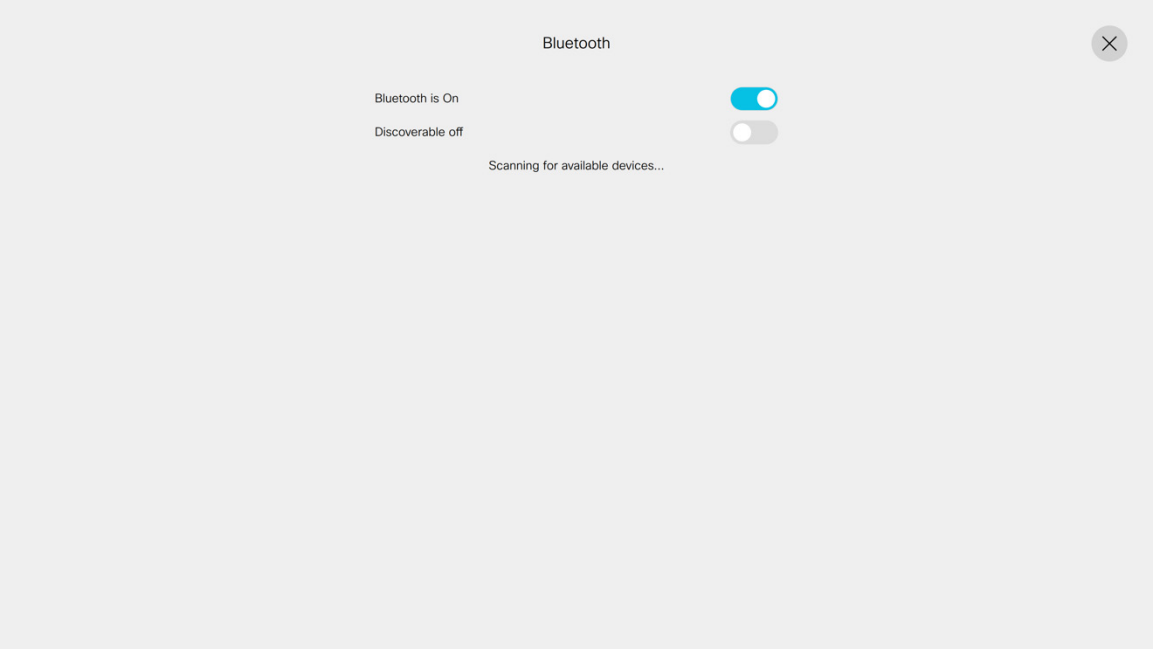
If **VCS** is selected, enter the **Host server address**, **Username**, **Passphrase**, and **Domain** information.



Bluetooth Settings

The Webex Desk Series includes Bluetooth support, which enables hands-free communications.
To pair a Bluetooth headset to the Webex Desk Series, follow the instructions below.

- Navigate to **Settings > Bluetooth**.
- Ensure that **Bluetooth** is set to **On**.



- Ensure the Bluetooth device is in pairing mode**.**
- Select the Bluetooth device after it is displayed in the list.
- The Webex Desk Series will then attempt to pair automatically with the Bluetooth device.

  If unsuccessful, enter the pin code when prompted.
- Once paired, the Webex Desk Series will attempt to connect to the Bluetooth device.
- To disconnect the Bluetooth device simply tap on it. Tap it again to connect.
- Select **Unpair** to forget the paired Bluetooth device.

Upgrading Firmware

Webex

The firmware version to be installed on the Webex Desk Series is determined by the configured software upgrade channel in Webex Control Hub (Stable, Beta, Latest) and is pushed down automatically as new firmware becomes available for that software upgrade channel.

Cisco Unified Communications Manager

To upgrade the firmware, install the signed COP file for Cisco Unified Communications Manager.

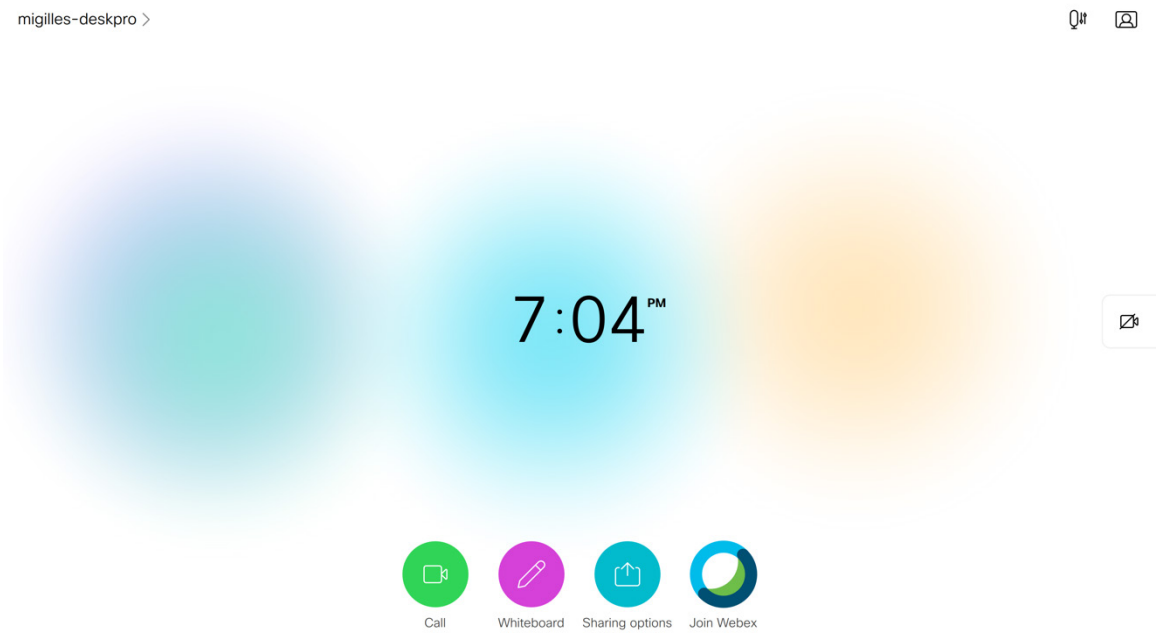
For information on how to install the COP file, refer to the Cisco Unified Communications Manager Operating System Administration Guide at this URL:

https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html

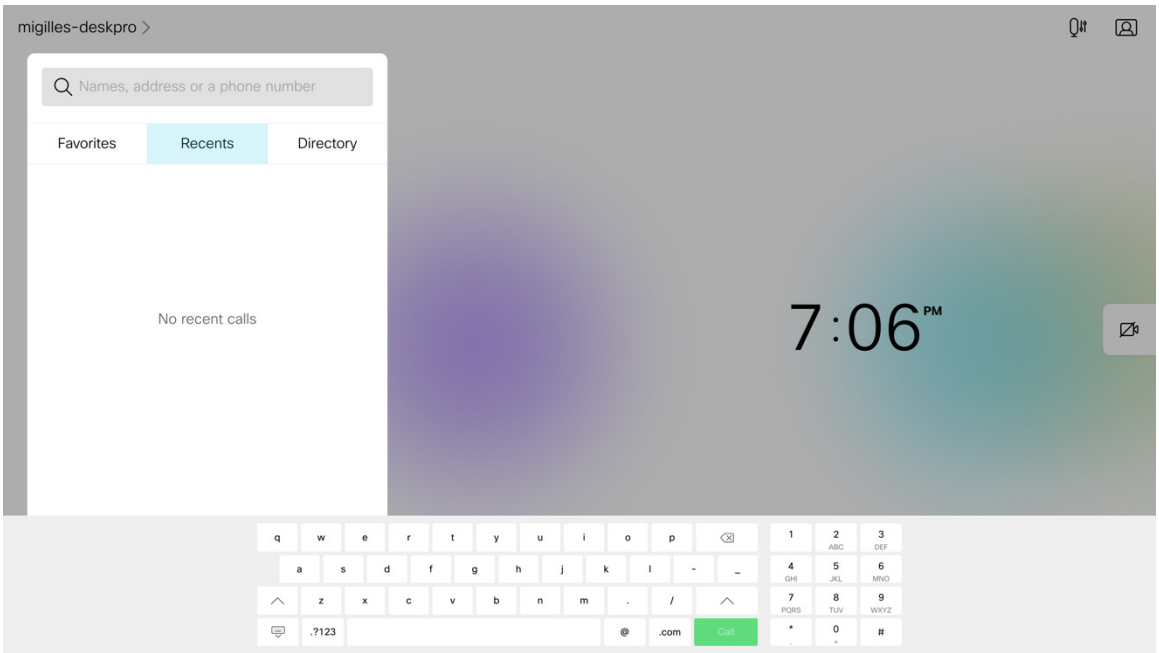
The downloaded device configuration file is parsed and the device load is identified. The Webex Desk Series then downloads the firmware files to flash if it is not running the specified image already.

Using the Webex Desk Series

The Webex Desk Series offers various collaboration options including calling and sharing content either locally or via a meeting.



Select the **Call** option to make a call, then enter the name, video address, or phone number.

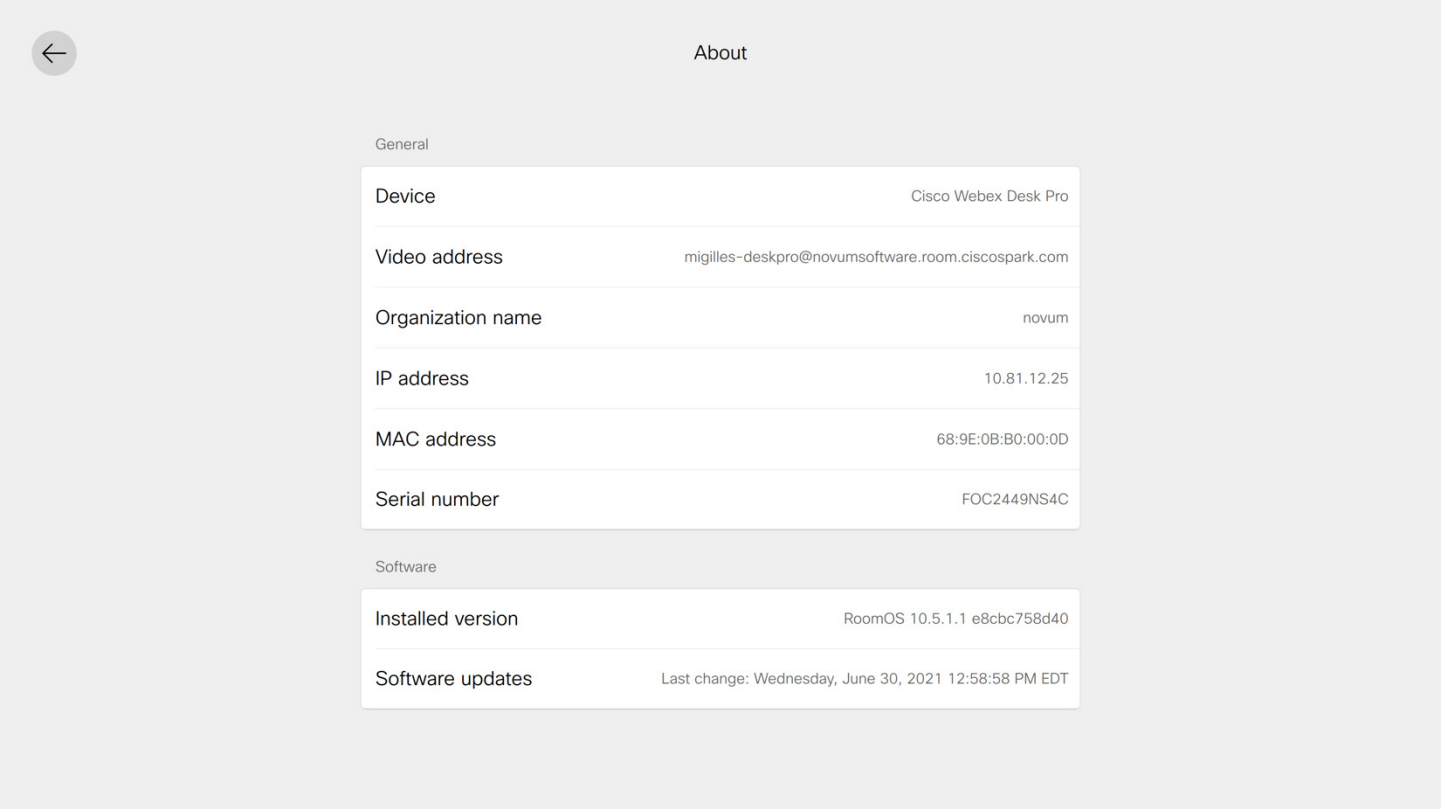


Troubleshooting

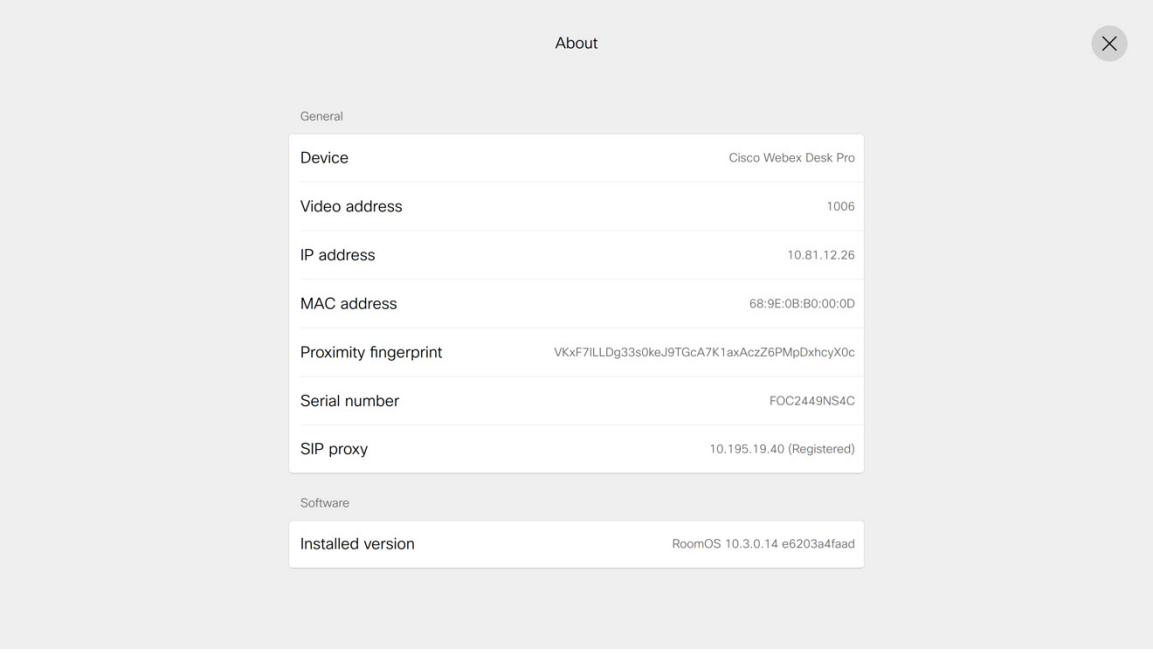
About Device

Video address, IP address, MAC address, serial number, and version information is displayed in **Settings > About this device**.

Webex

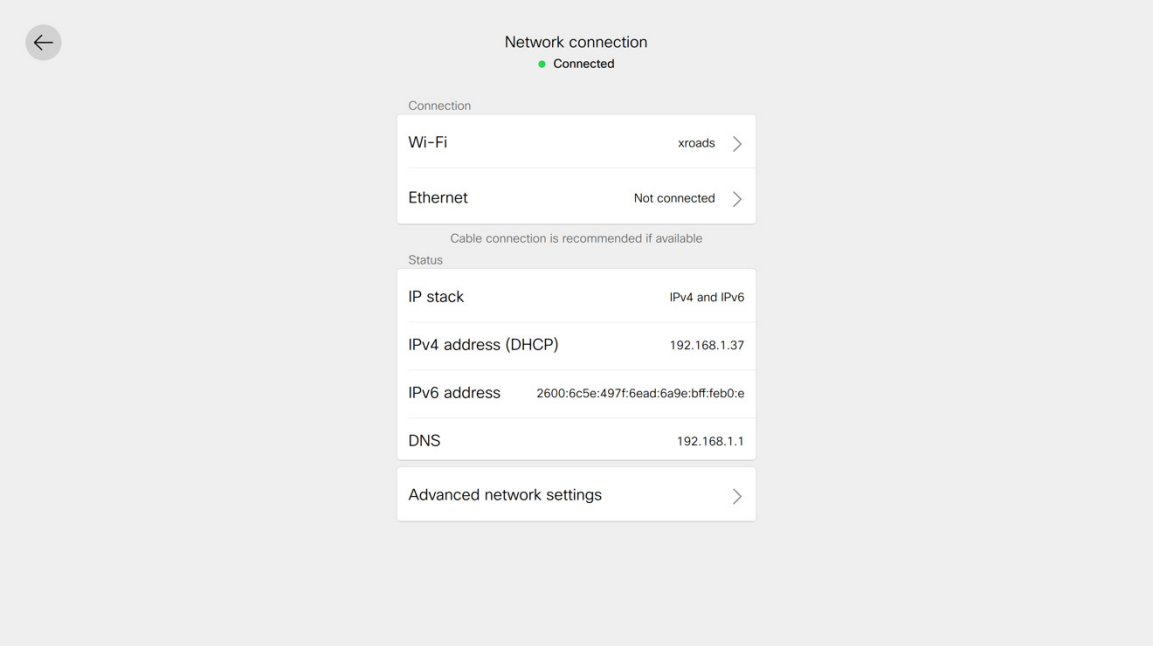


Cisco Unified Communications Manager



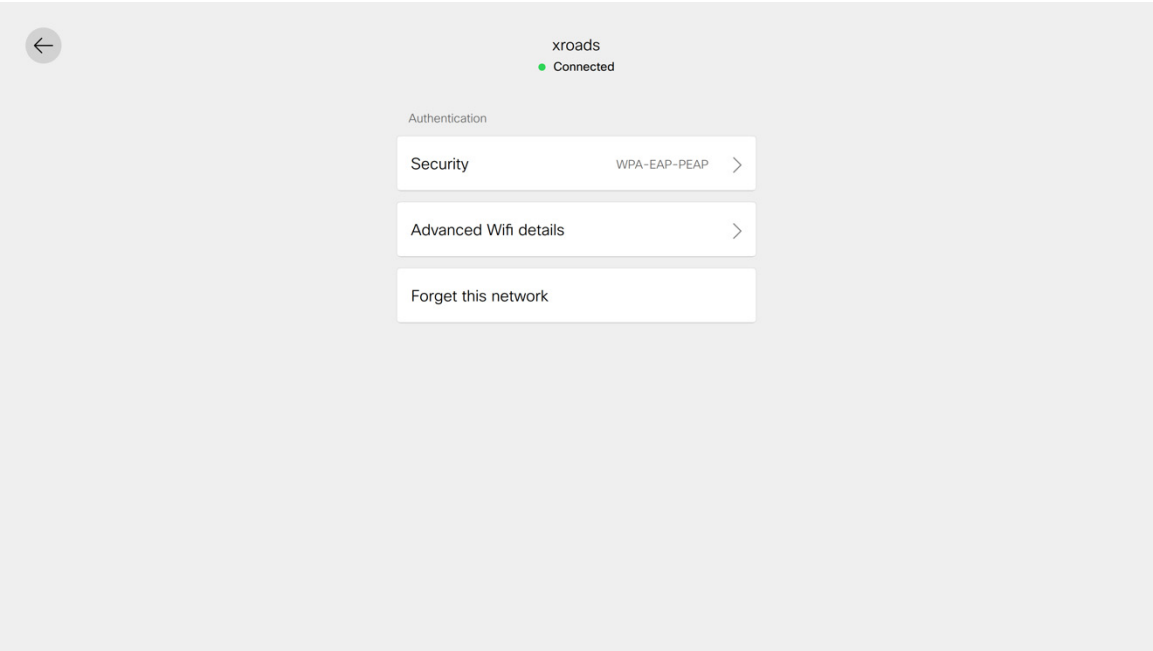
Network Connection Status

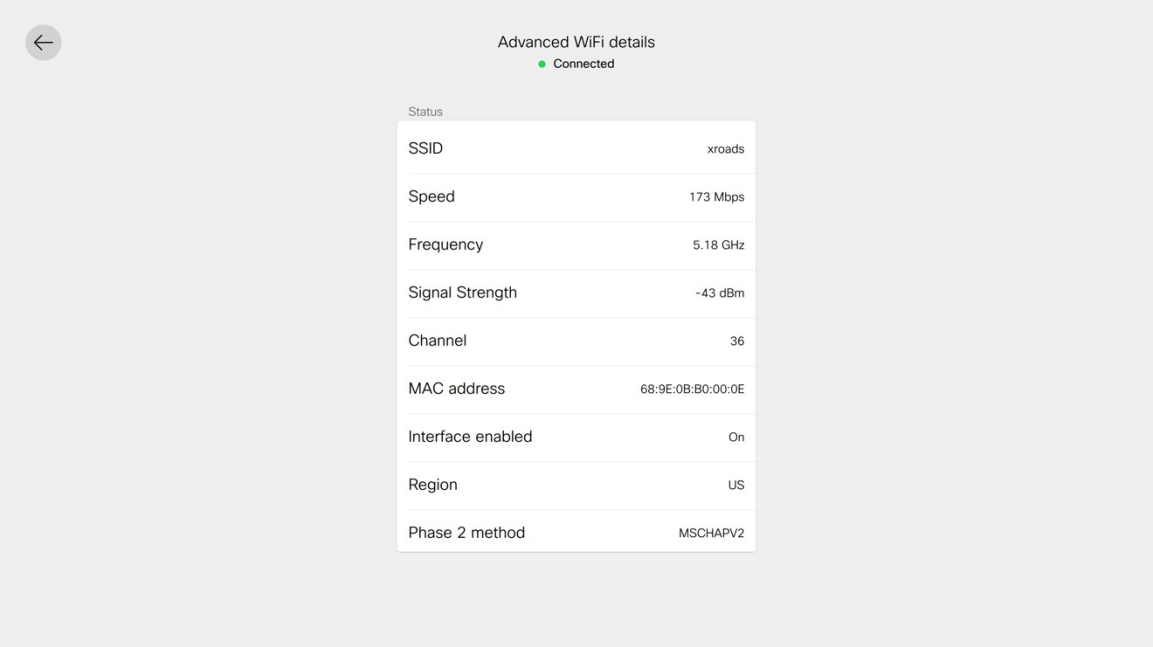
The current network connection status and IP address information is displayed in **Settings > Network connection**.



Advanced Wi-Fi Details

Detailed Wi-Fi connection including SSID, speed / data rate, frequency / channel, signal strength, WLAN MAC address, etc. is displayed when selecting the connected Wi-Fi network when in **Settings > Network connection > Wi-Fi**, then selecting **Advanced Wifi details**.





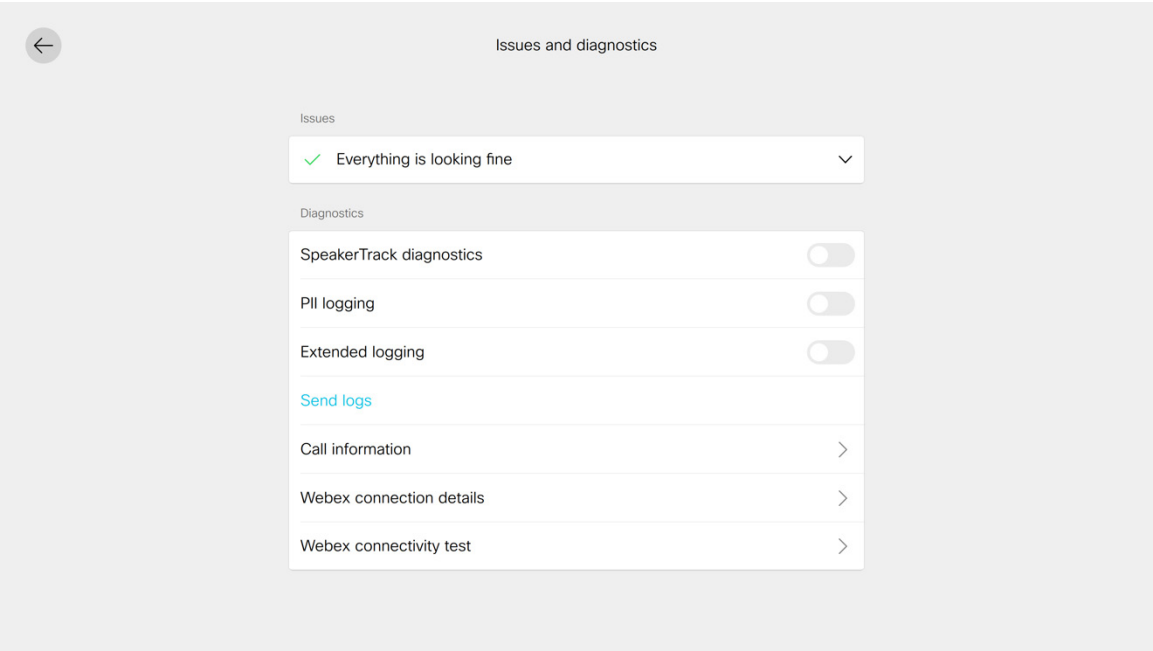
Issues and Diagnostics

Current issues and diagnostic options are displayed when selecting **Settings > Issues and diagnostics**.

Webex

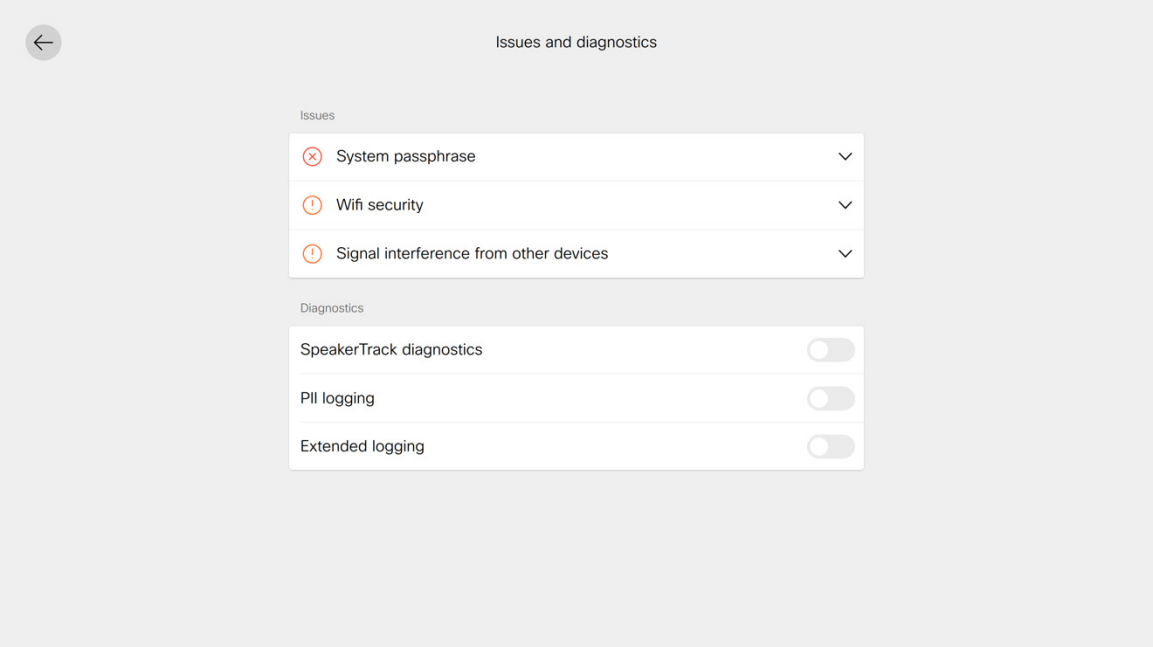
When registered to Webex, device logs can be requested from Webex Control Hub or sent from **Issues and diagnostics** menu. Device logs can then be downloaded from Webex Control Hub or from the Webex Series webpage under **System Maintenance > Issues and Diagnostics > System Logs**.

A Webex connectivity test can also be initiated from the **Issues and diagnostics** menu.



Cisco Unified Communications Manager

When registered to Cisco Unified Communications Manager, device logs can be downloaded from the Webex Desk Series webpage under **System Maintenance > Issues and Diagnostics > System Logs**.



Device Webpages

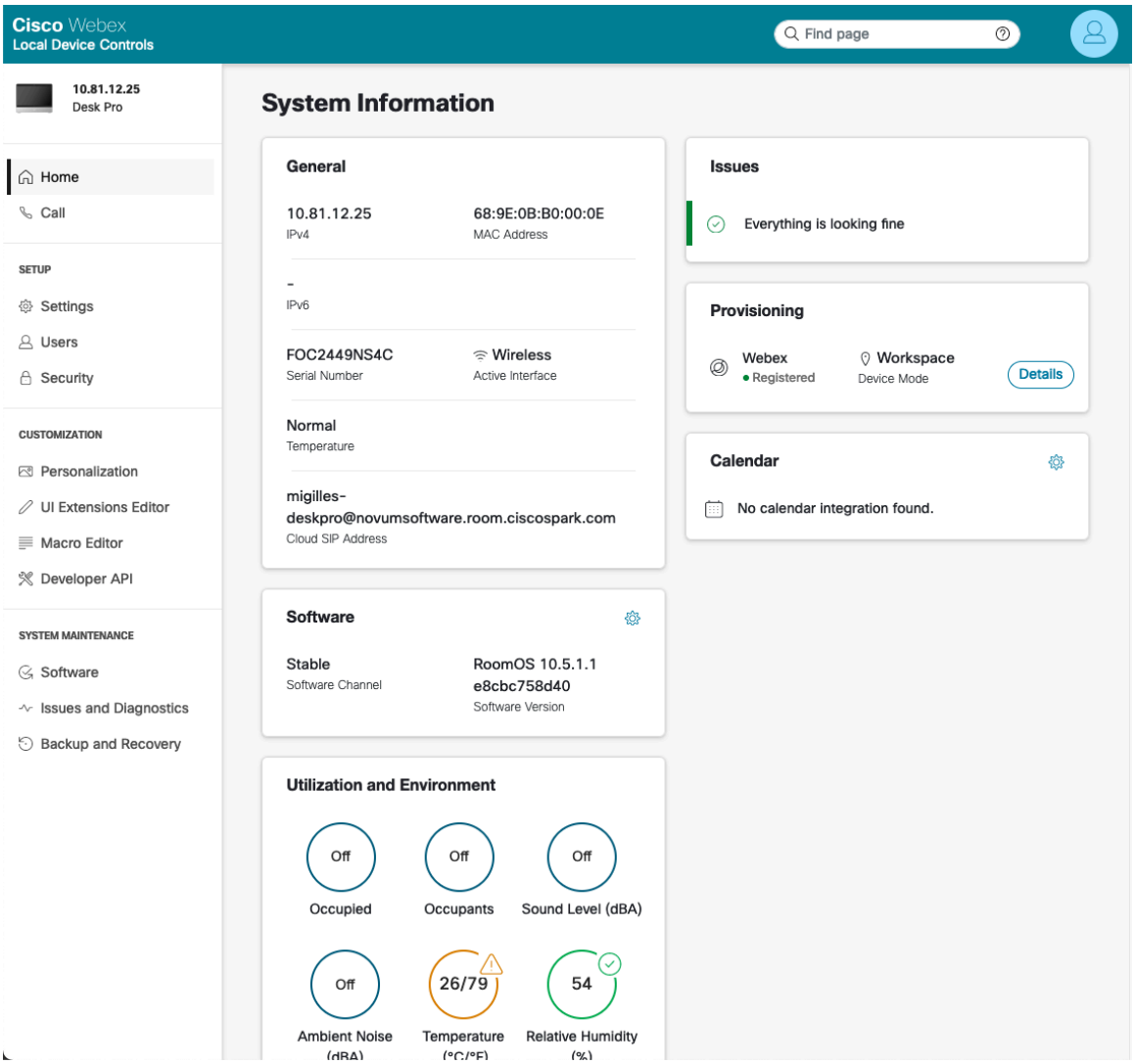
The Webex Desk Series webpage provides system information, setup, customization, and system maintenance options.

To access the webpage, login with the enabled admin account credentials configured in the Webex Desk Series webpage.

System Information

The Webex Desk Series provides system information including network status, IP address, MAC address, serial number, and version information.

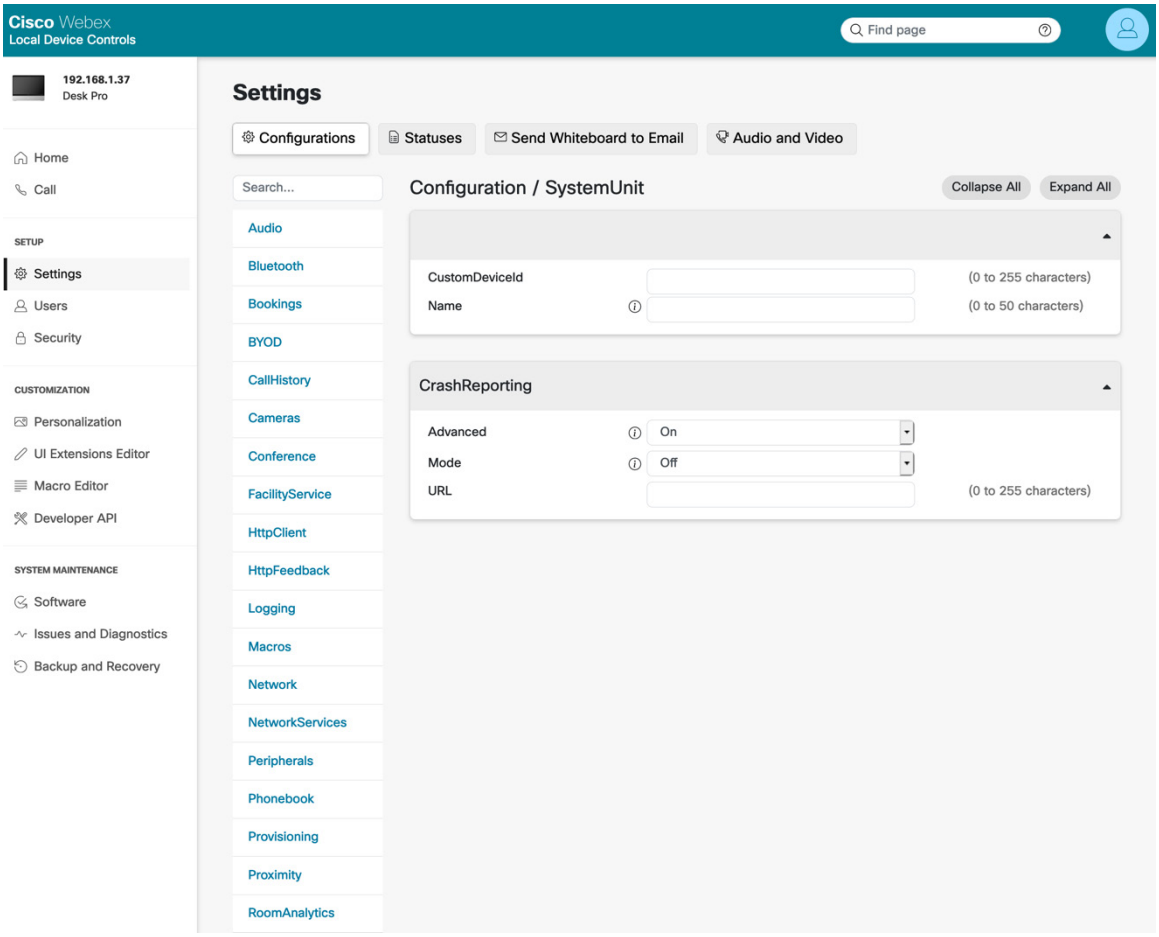
Browse to the web interface (https://x.x.x.x) of the Webex Desk Series then select **Home** to view this information.

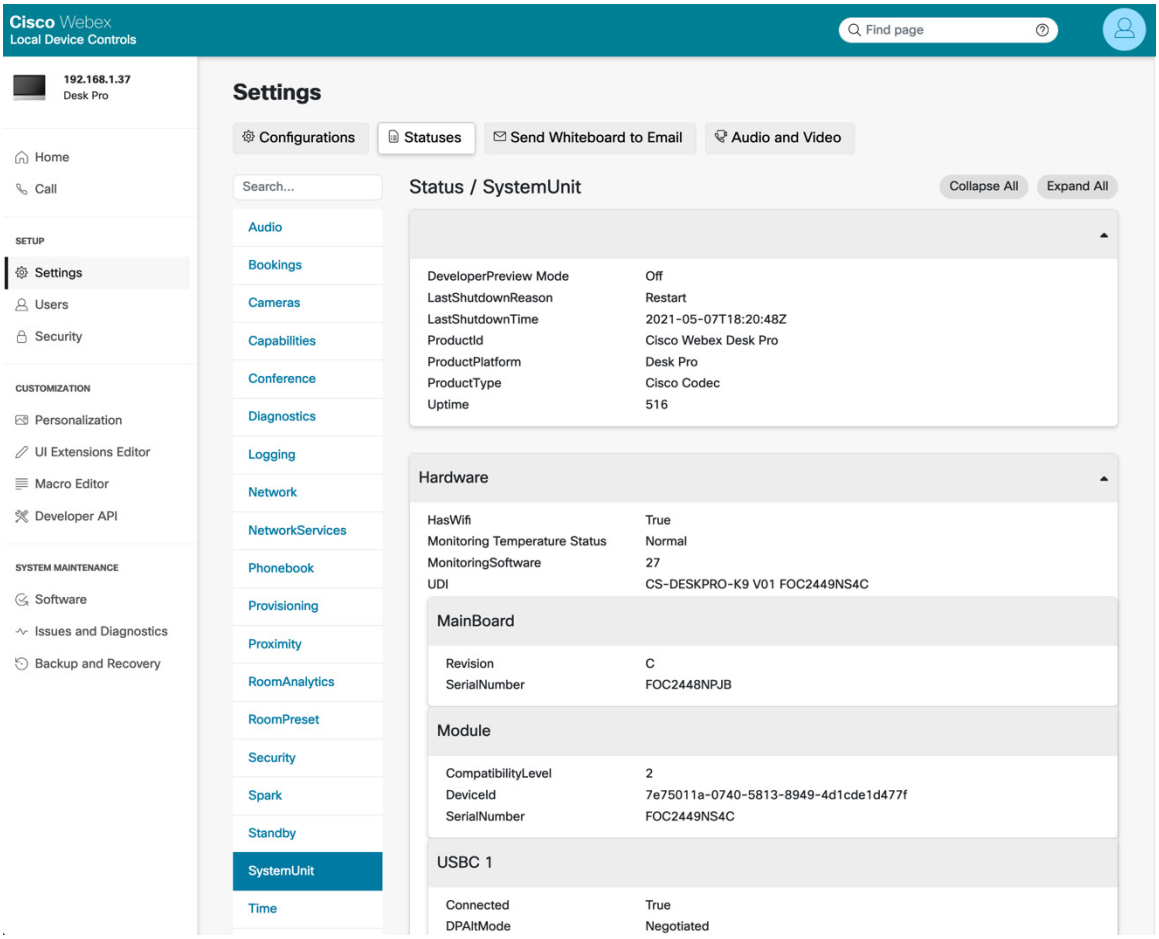


Setup

The Webex Desk Series provides various configuration options and status information.

Browse to the web interface (https://x.x.x.x) of the Webex Desk Series then select the desired option under **Setup** to view this information.


Cisco Webex
Local Device Controls
Find page
192.168.1.37
Desk Pro
Home
Call
SETUP
Settings
Users
Security
CUSTOMIZATION
Personalization
UI Extensions Editor
Macro Editor
Developer API
SYSTEM MAINTENANCE
Software
Issues and Diagnostics
Backup and Recovery
Settings
Configurations
Statuses
Send Whiteboard to Email
Audio and Video
Search...
Audio
Bluetooth
Bookings
BYOD
CallHistory
Cameras
Conference
FacilityService
HttpClient
HttpFeedback
Logging
Macros
Network
NetworkServices
Peripherals
Phonebook
Provisioning
Proximity
RoomAnalytics
Configuration / SystemUnit
Collapse All
Expand All
CustomDeviceId
(0 to 255 characters)
Name
(0 to 50 characters)
CrashReporting
Advanced
On
Mode
Off
URL
(0 to 255 characters)


Cisco Webex
Local Device Controls
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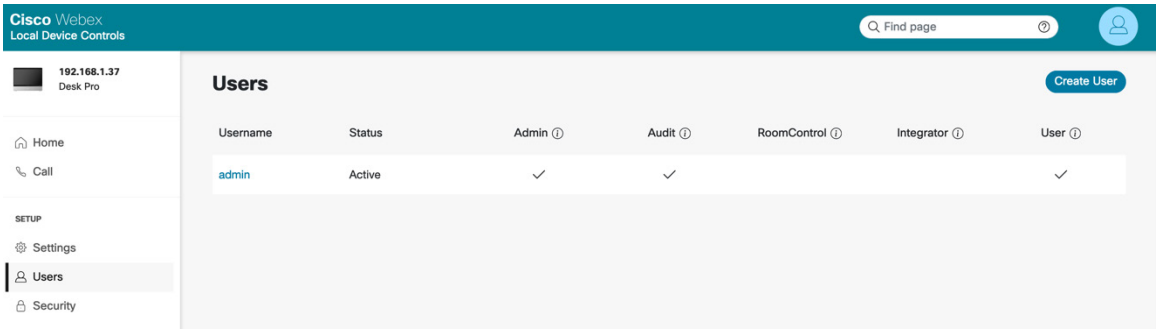
Spark
Standby
SystemUnit
Time
Status / SystemUnit
Collapse All
Expand All
DeveloperPreview Mode Off
LastShutdownReason Restart
LastShutdownTime 2021-05-07T18:20:48Z
ProductId Cisco Webex Desk Pro
ProductPlatform Desk Pro
ProductType Cisco Codec
Uptime 516
Hardware
HasWifi True
Monitoring Temperature Status Normal
MonitoringSoftware 27
UDI CS-DESKPRO-K9 V01 FOC2449NS4C
MainBoard
Revision C
SerialNumber FOC2448NPJB
Module
CompatibilityLevel 2
DeviceId 7e75011a-0740-5813-8949-4d1cde1d477f
SerialNumber FOC2449NS4C
USBC 1
Connected True
DPAltMode Negotiated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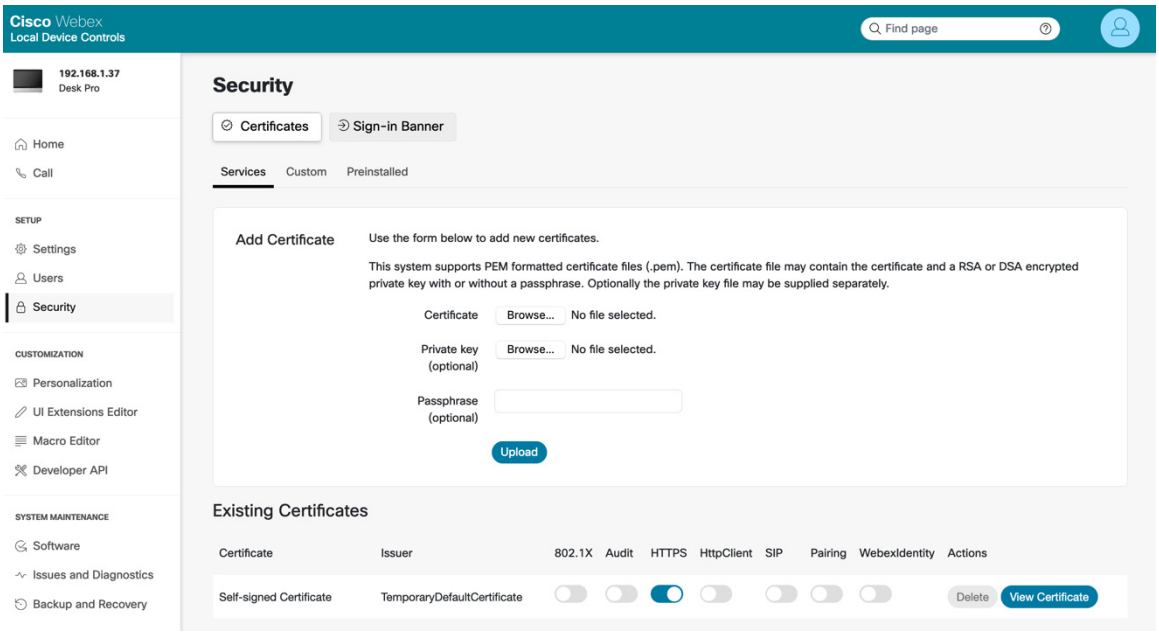
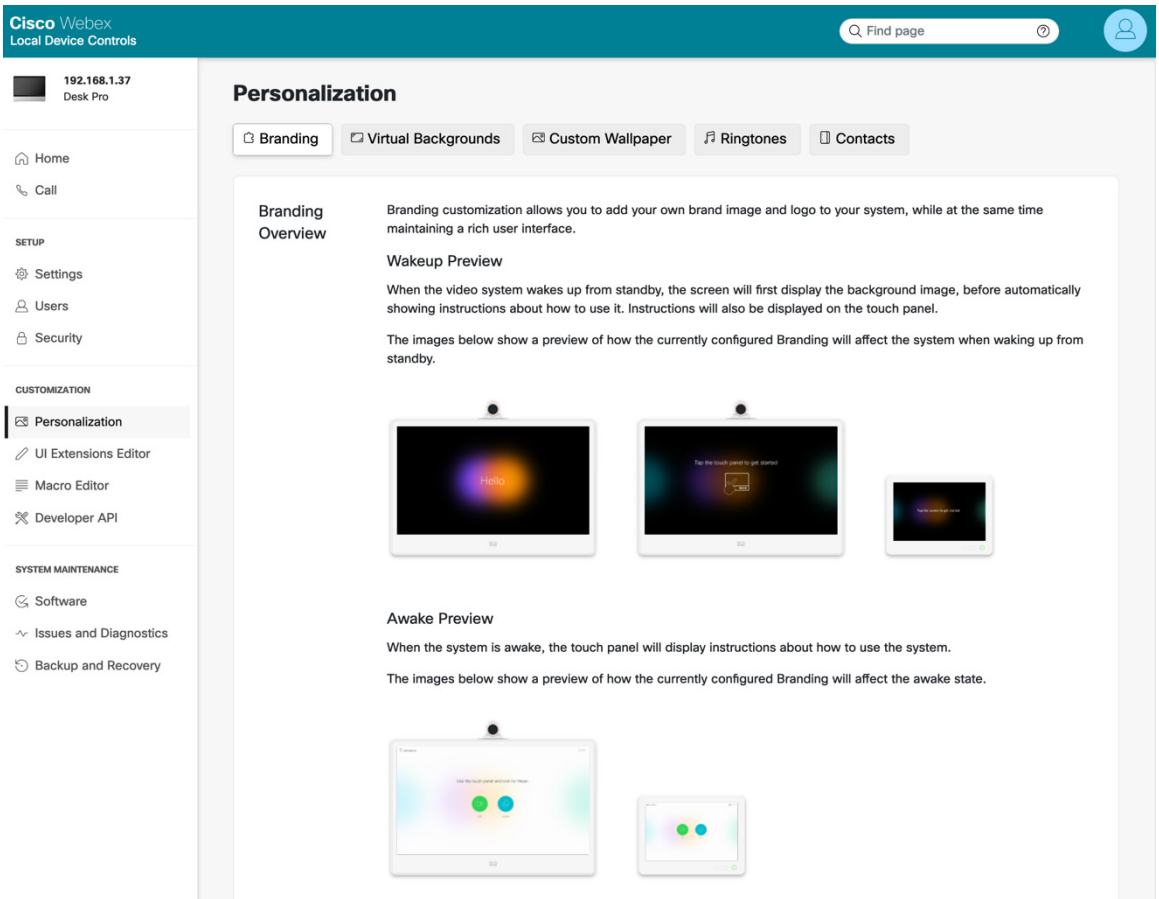
Users
Security
Username
Status
Admin
Audit
RoomControl
Integrator
User
admin
Active

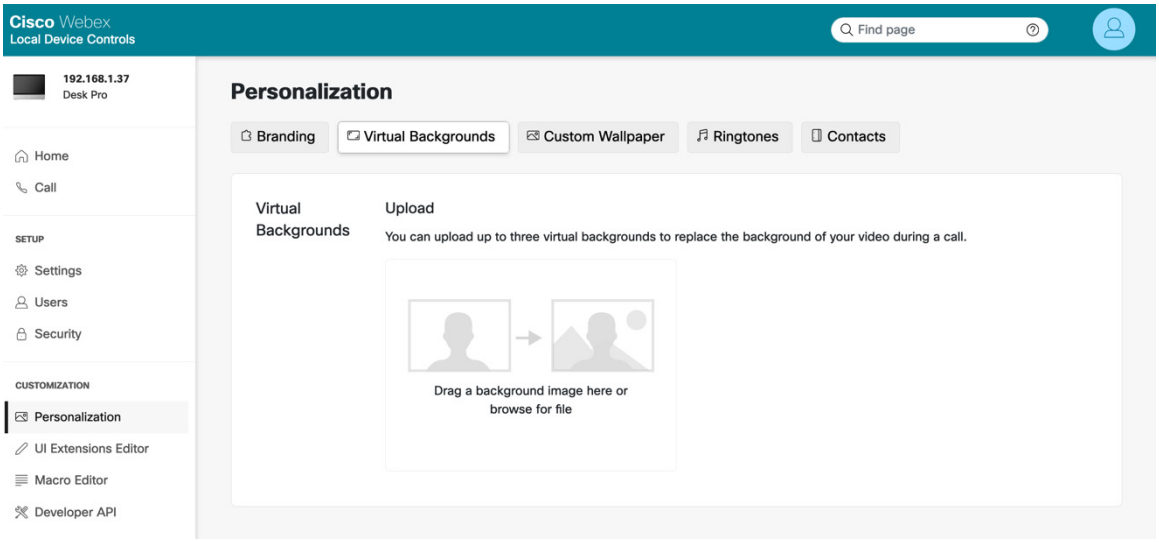


Customization

The Webex Desk Series provides various personalization options as well as other customization options.

Browse to the web interface (https://x.x.x.x) of the Webex Desk Series then select the desired option under **Customization** to view this information.

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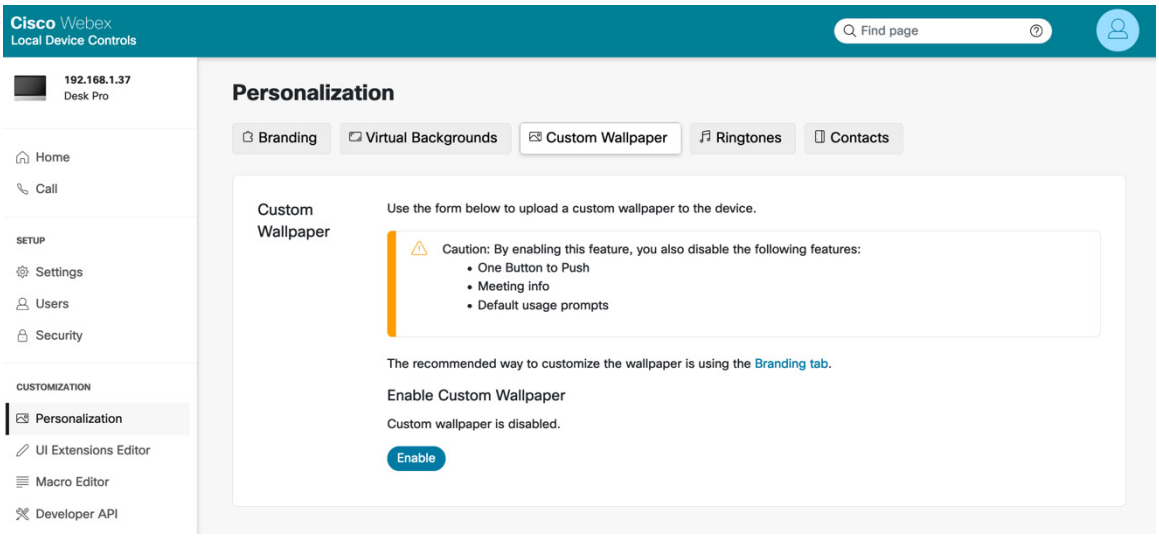
Branding
Virtual Backgrounds
Custom Wallpaper
Ringtones
Contacts
Virtual Backgrounds
Upload
You can upload up to three virtual backgrounds to replace the background of your video during a call.
Drag a background image here or browse for file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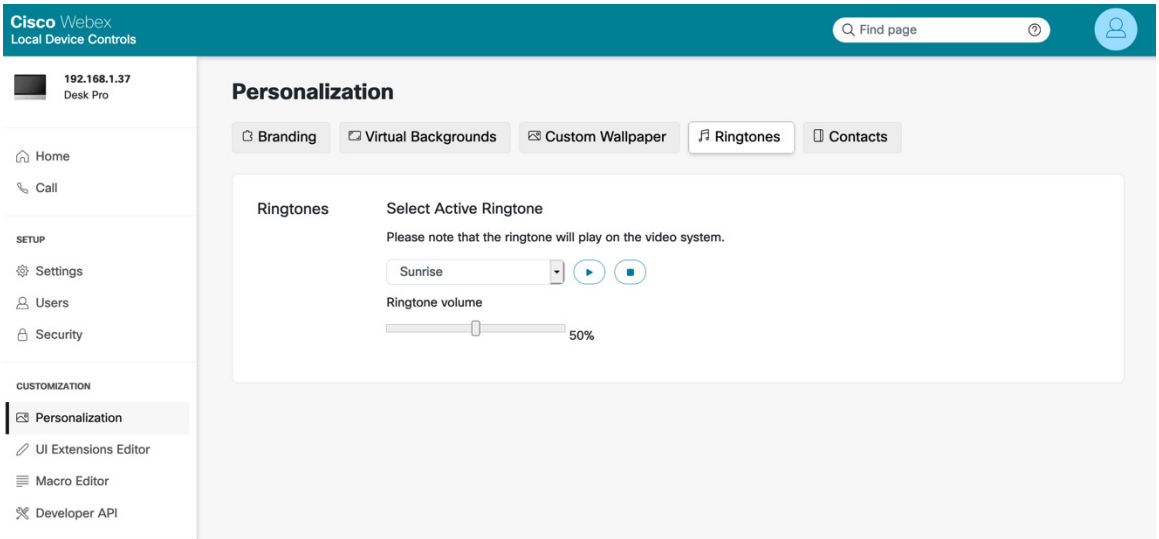
Custom Wallpaper
Use the form below to upload a custom wallpaper to the device.
Caution: By enabling this feature, you also disable the following features:
• One Button to Push
• Meeting info
• Default usage prompts
The recommended way to customize the wallpaper is using the Branding tab.
Enable Custom Wallpaper
Custom wallpaper is disabled.
Enable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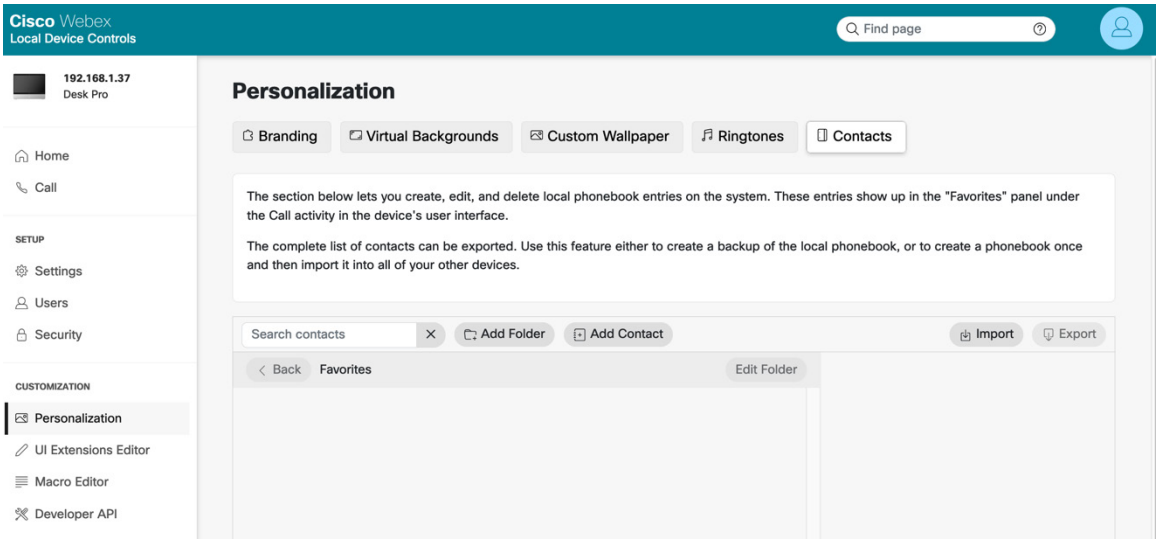
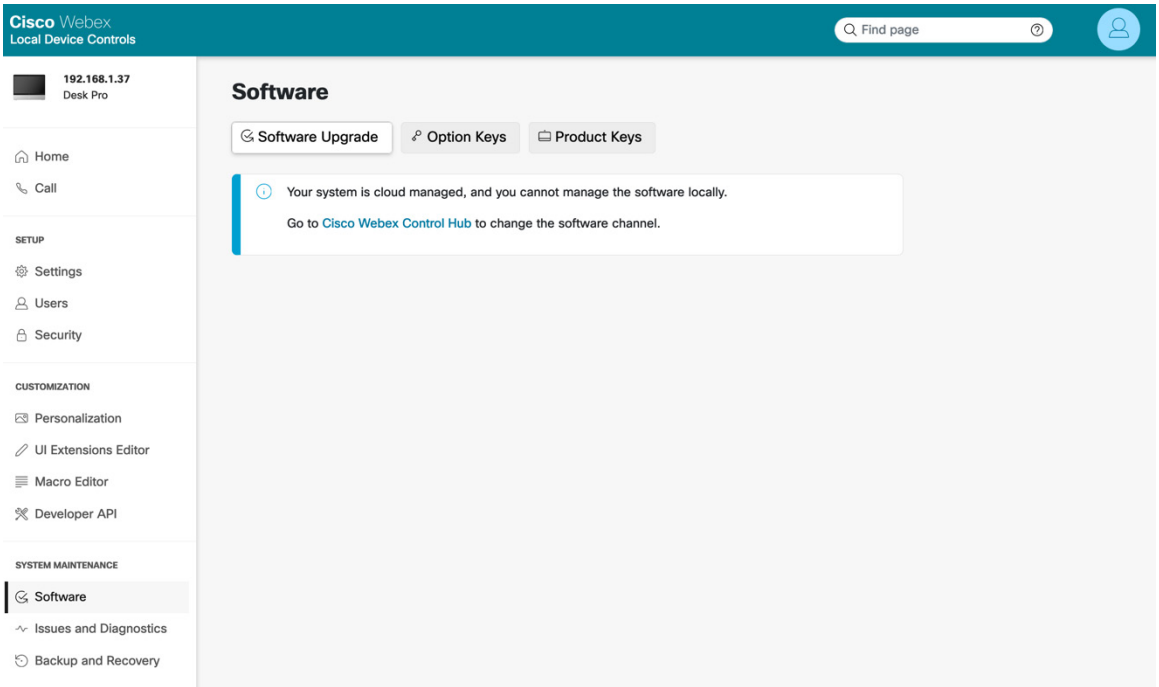
Contacts
Ringtones
Select Active Ringtone
Please note that the ringtone will play on the video system.
Sunrise
Ringtone volume
50%

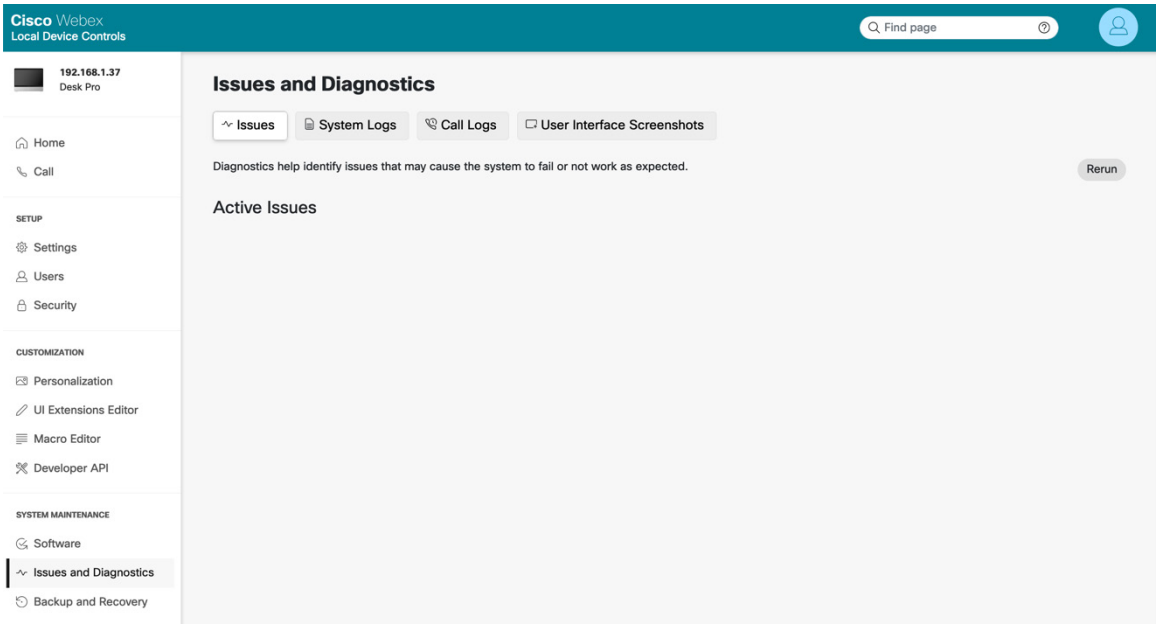


System Maintenance

The Webex Desk Series provides various serviceability options including device logs.

Browse to the web interface (https://x.x.x.x) of the Webex Desk Series then select the desired option under **System Maintenance** to view this information.

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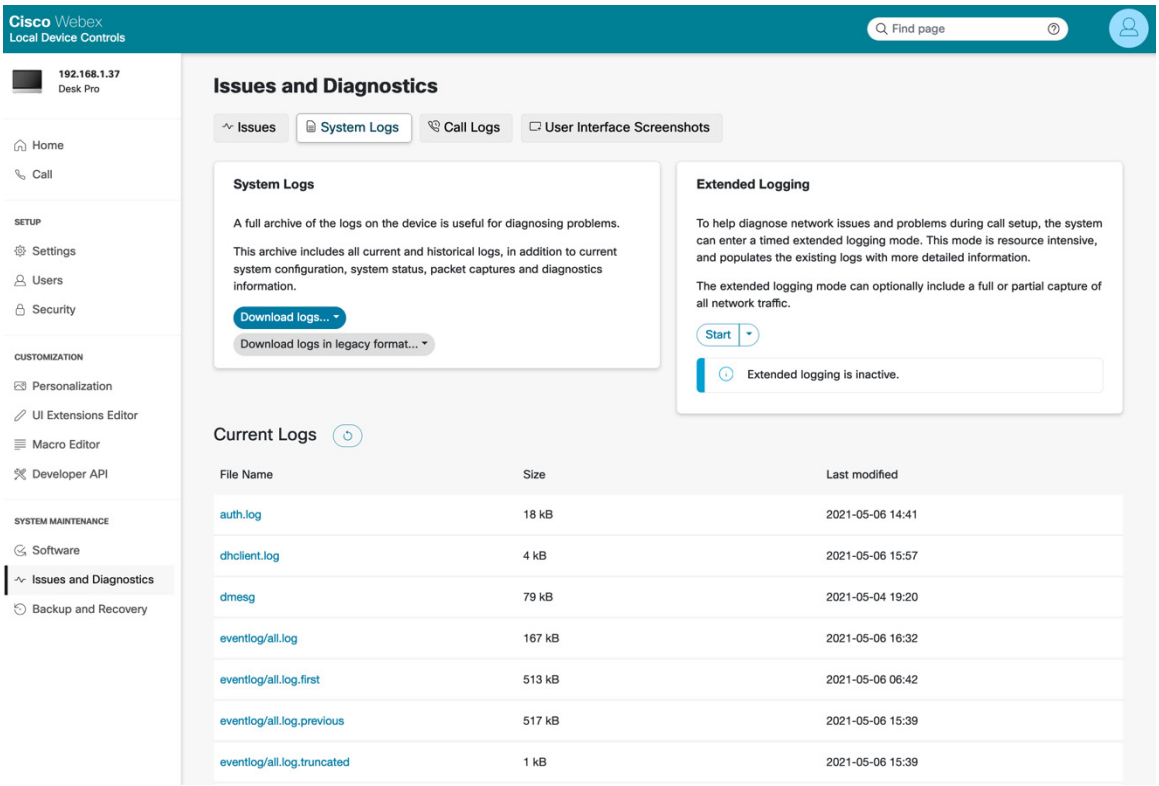
Diagnostics help identify issues that may cause the system to fail or not work as expected.
Rerun
Active Issues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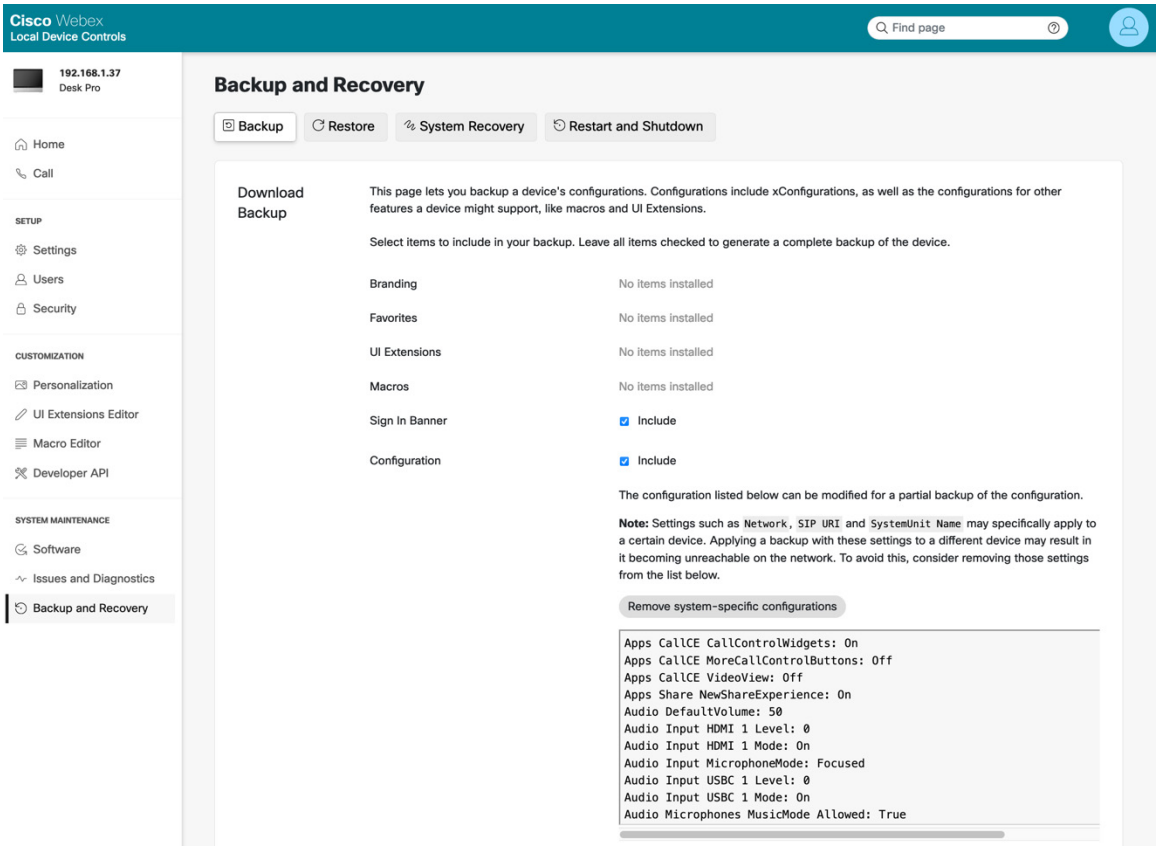
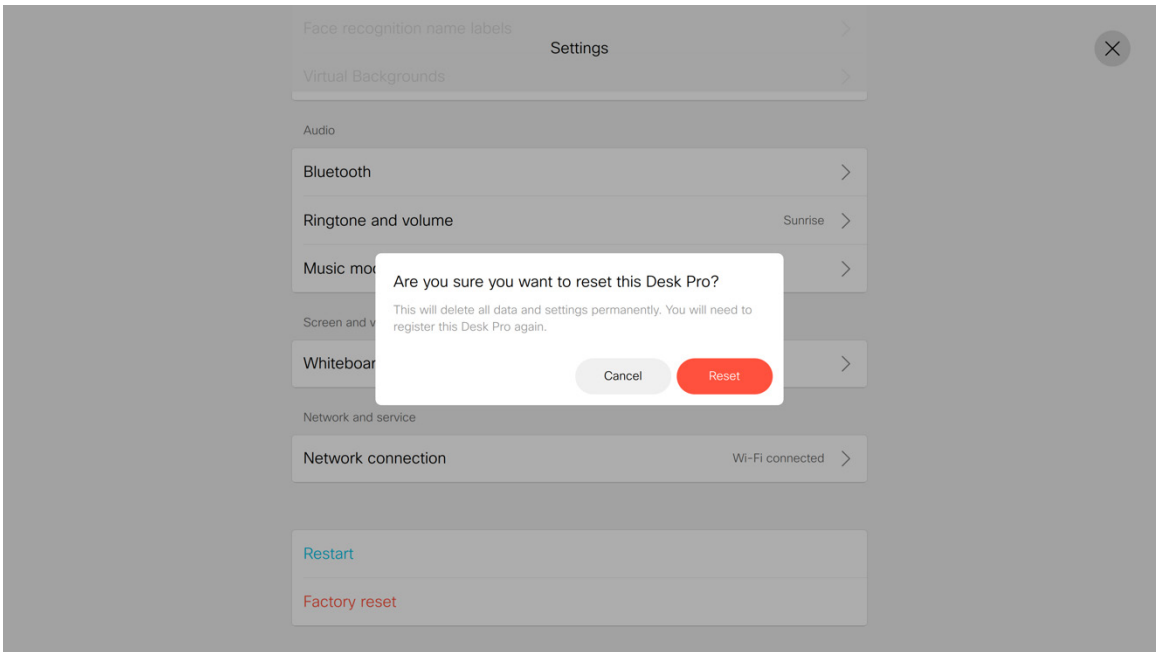
System Logs
A full archive of the logs on the device is useful for diagnosing problems.
This archive includes all current and historical logs, in addition to current system configuration, system status, packet captures and diagnostics information.
Download logs...
Download logs in legacy format...
Extended Logging
To help diagnose network issues and problems during call setup, the system can enter a timed extended logging mode. This mode is resource intensive, and populates the existing logs with more detailed information.
The extended logging mode can optionally include a full or partial capture of all network traffic.
Start
Extended logging is inactive.
Current Logs
File Name
Size
Last modified
auth.log
18 kB
2021-05-06 14:41
dhclient.log
4 kB
2021-05-06 15:57
dmesg
79 kB
2021-05-04 19:20
eventlog/all.log
167 kB
2021-05-06 16:32
eventlog/all.log.first
513 kB
2021-05-06 06:42
eventlog/all.log.previous
517 kB
2021-05-06 15:39
eventlog/all.log.truncated
1 kB
2021-05-06 15:39



Restoring Factory Defaults

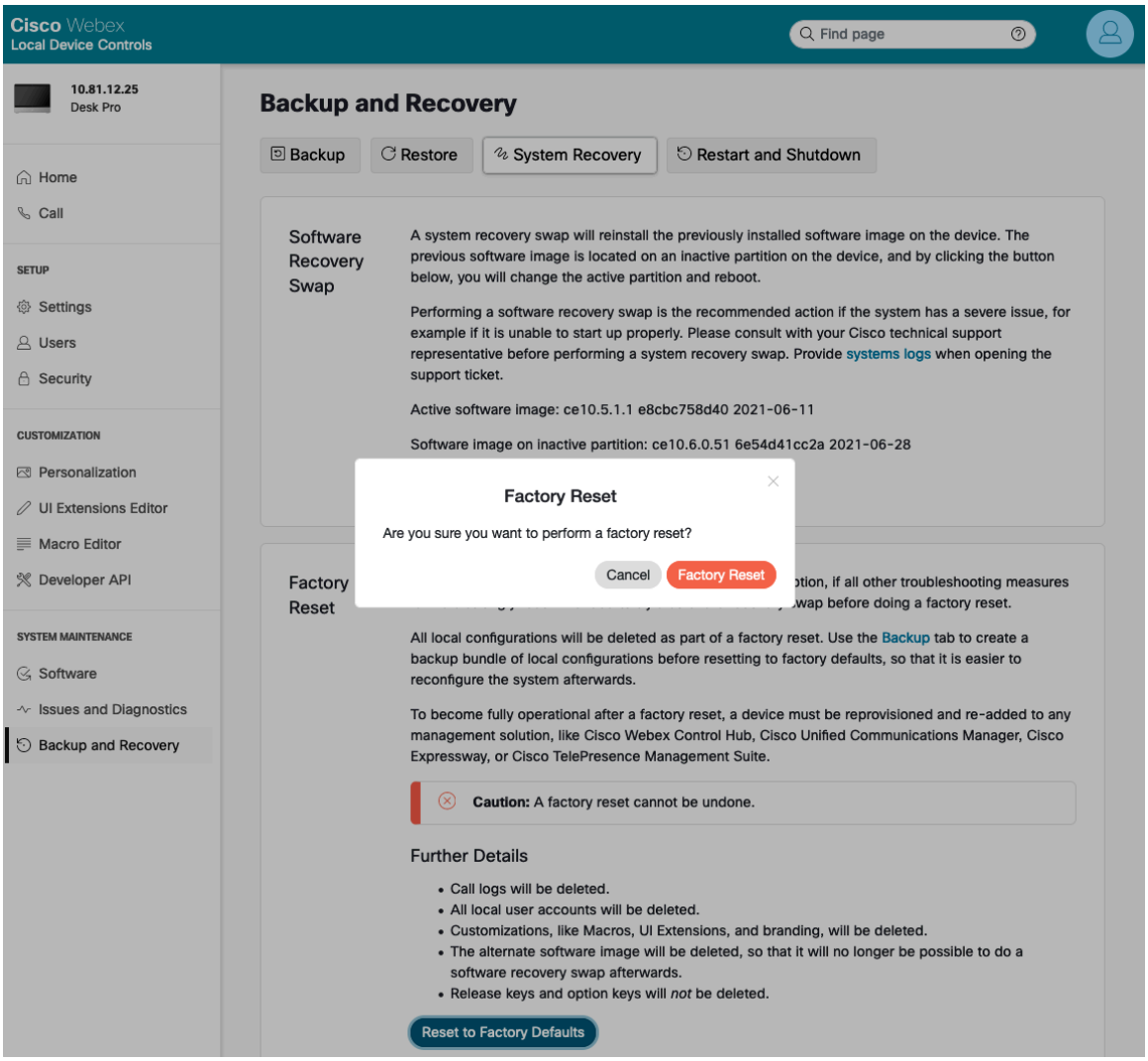
All data can be erased from the Webex Desk Series, by selecting **Factory reset** in **Settings**.

A confirmation screen will appear where **Reset** must be selected to proceed with the factory data reset.



A factory reset can also be done from the Webex Desk Series webpage by selecting **Reset to Factory Defaults** under **System Maintenance > Backup and Recovery > System Recovery**.

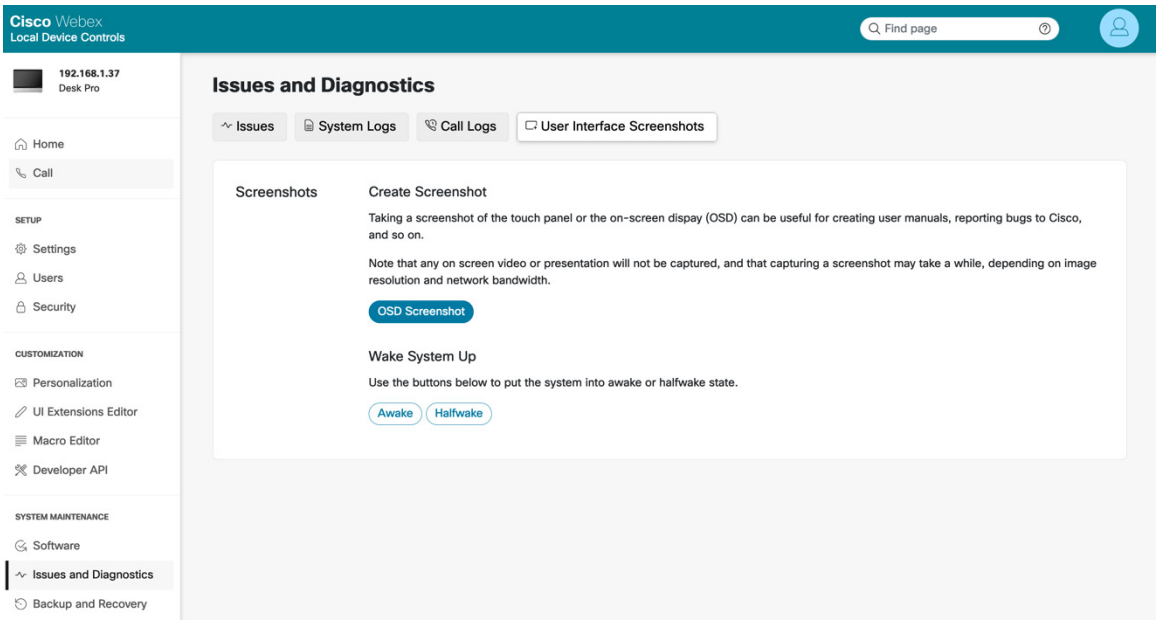
A confirmation screen will appear where **Factory Reset** must be selected to proceed with the factory data reset.



Capturing a Screenshot of the Device Display

The current display of the Webex Desk Series can be captured from the Webex Desk Series webpage.

Browse to the web interface (https://x.x.x.x) of the Webex Desk Series then select **OSD Screenshot** the under **System Maintenance > Issues and Diagnostics > User Interface Screenshots** to capture a screenshot.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User Interface Screenshots
Screenshots
Create Screenshot
Taking a screenshot of the touch panel or the on-screen dispay (OSD) can be useful for creating user manuals, reporting bugs to Cisco, and so on.
Note that any on screen video or presentation will not be captured, and that capturing a screenshot may take a while, depending on image resolution and network bandwidth.
OSD Screenshot
Wake System Up
Use the buttons below to put the system into awake or halfwake state.
Awake
Halfwake

Additional Documentation

Webex Desk Series Data Sheets

https://www.cisco.com/c/en/us/products/collaboration-endpoints/webex-desk-pro/datasheet-c78-743105.html

https://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/webex-desk-series/webex-desk-ds.html

https://assets.ctfassets.net/osq47g2esuw5/74GbQExgrlc1yELb11SOdG/6f86ffcb1cb1bc29e8e54c2f6fb048ea/CM-3239_-_Webex_Mini_Datasheet.pdf

https://www.webex.com/content/dam/wbx/us/data-sheet/desk_hub_datasheet_cm-1560.pdf

Webex Desk Series Administrator Guide

https://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-maintenance-guides-list.html

Webex Desk Series User Guide

http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-user-guide-list.html

Webex Desk Series Quick Reference Guide

http://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-user-guide-list.html

Webex Desk Series Release Notes

https://www.cisco.com/c/en/us/support/collaboration-endpoints/desktop-collaboration-experience-dx600-series/products-release-notes-list.html

Webex Desk Series Software

https://software.cisco.com/download/home/284711383

Cisco Unified Communications Manager

https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/series.html

Cisco Voice Software

https://software.cisco.com/download/home/278875240

Cisco IP Phone Services Application Development Notes

https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-programming-reference-guides-list.html

Real-Time Traffic over Wireless LAN Design Guide

https://www.cisco.com/c/en/us/td/docs/solutions/Enterprise/Mobility/RToWLAN/CCVP_BK_R7805F20_00_rtowlan-srnd.html

Cisco Unified Communications Design Guides

Webex Desk Series Wireless LAN Deployment Guide

https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-implementation-design-guides-list.html

Cisco AireOS Wireless LAN Controller Documentation

https://www.cisco.com/c/en/us/support/wireless/5500-series-wireless-controllers/products-installation-and-configuration-guides-list.html

Cisco Catalyst IOS XE Wireless LAN Controller Documentation

https://www.cisco.com/c/en/us/support/wireless/catalyst-9800-series-wireless-controllers/products-installation-and-configuration-guides-list.html

Cisco Mobility Express Documentation

https://www.cisco.com/c/en/us/support/wireless/mobility-express/products-installation-and-configuration-guides-list.html

Cisco Autonomous Access Point Documentation

https://www.cisco.com/c/en/us/td/docs/wireless/access_point/atnms-ap-8x/configuration/guide/cg-book.html

Cisco Meraki Wireless LAN Documentation

https://documentation.meraki.com

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