

eBook

Device guide for remote work

Choosing a path forward on your remote work journey

Working remotely has come of age

As businesses reopen after a year of historic challenges, it's clear that the workplace has changed forever. The business stakeholders that IT supports have seen the value that workforce flexibility can bring. The future of work will continue to be a hybrid of in-office and remote.

Remote work creates great new opportunities, but to make the most of it, you need to be sure people are using the best device for their role or location.

In this guide, we'll offer some tips to keep in mind as you prepare to go remote, show you what's needed, and help you choose a path forward on your remote work journey.



Getting started

The right remote work approach is one that lets every user experience natural, authentic interactions, just as though they are meeting in person.

You'll want to choose a solution that lets your users feel more connected and less isolated, communicate easily on their favorite devices, minimize distractions, and stay productive anywhere.

When it comes to working remotely, one size definitely does not fit all. Before you invest in a work from home solution for yourself or your organization, consider:

- Each user's job role
- Where they're working
- What's needed to do their best work





96% want to improve their work environments with intelligent workplace technology.

What's your role?

Every professional has specific responsibilities, so you'll need a solution that can support the tasks you do most.

01 Executives

If you're a business leader or general manager, you're probably booked solid in meetings and collaboration sessions. You'll not only need superb video and audio quality, but tools to help you make a personal connection.

02 Creators

If you're a marketing guru, engineer, or other creative pro, you're probably spending most of your time sharing ideas, updating designs, or revising ad copy. You'll need the ability to brainstorm on whiteboards and annotate drafts and content in progress.

03 Presenters

Sales professionals and other relationship-driven users are all about building a human connection with their audience. If you're a presenter, you'll require quality video and audio, and features like immersive sharing that can leave a strong impression.

04 Connectors

If you're in human resources or another position focused on bringing people together, you need tools that make it easy to connect people, collaborate on ideas, and influence teams across multiple locations.

05 Concentrators

Some people work best focusing on singular work. If you're a highly focused professional in finance, operations, and roles, you may need specialized resources like additional monitors, more robust video processing, and tools like Webex Assistant to stay productive.

IT teams

IT teams are at the core of technology investments.

You'll need simplicity when it comes to managing, deploying, and supporting devices. Having multiple vendors for all needs can be complicated and time consuming. More visibility into devices on your network can help optimize spend and analytics.

This role is unique in that they are required to consider everyone's technology needs and how to provide the right level of services for each persona.

Where and when are you working?

Even though hybrid work environments are created for flexibility, workplace locations can make a big difference in the solution you choose.



On the go

On the go workers require highly mobile devices, noise cancellation, and agility to respond to customers and colleagues fast.



100% remote

100% remote workers need to keep it professional. If you're working from your breakfast nook, you'll want to conceal that stack of dishes with virtual backgrounds or use noise cancellation to quiet down an after-school playdate.



Hybrid

Hybrid employees working at home, in the office, or on the go value consistency. No matter where you're working, your desktop should offer a familiar look and feel, so you stay productive without missing a beat.

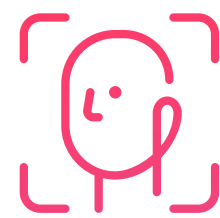
82%

of business leaders say their organizations plan to let employees continue to work from home at least some of the time, while 47% plan to allow employees to do so permanently.

Source: "Gartner Return to the Workplace Benchmarking Against Your Peers," webinar poll, 5 June 2020

Six must-haves for effective collaboration

You've got a wealth of choices when considering a work from home solution, but some solutions are stronger than others. Look for solutions and devices that deliver:



Virtual or blurred backgrounds

Privacy matters, and background controls can help hide distracting details and disorder in the home workspace.



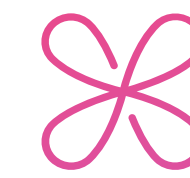
Noise detection and suppression

When people collaborate from their phone, laptop, or video conferencing device, they should feel confident that noise and interruptions won't disrupt the rest of the team.



Built-in video processing

Using a general-purpose laptop to process video meetings at the same time as your other work can cause problems like overheating, freezing or crashing, reduced video and audio quality. Devices with dedicated video processing help ensure the best experience.



Consistent user experience

Whether working from home or in the office, everyone expects a smooth, frictionless experience.



High-quality video and audio

Dedicated home office devices replace the low-angle laptop view and deliver high-definition video and audio, for more natural face-to-face collaboration that is less fatiguing.



Digital whiteboarding and content annotation

Whiteboarding and annotation tools help in-person and remote teams simultaneously ideate, iterate, and collaborate on content and whiteboards from anywhere.

General recommendations for building your remote work solution

| | Executives | Creators | Presenters | Connectors | Concentrators |
|--|--|--|---|--|--|
| What's your role | If you're a business leader or general manager, you're probably booked solid in meetings and collaboration sessions. | If you're a marketing guru, engineer, or other creative pro, you're probably spending most of your time-sharing ideas, updating designs, or revising ad copy. | Sales professionals and other relationship driven users are all about building a human connection with their audience. | If you're in human resources or another position focused on bringing people together. | Some people work best focusing on singular work. If you're a highly focused professional in finance, operations, and roles, you may need specialized resources. |
| What features will enhance your collaboration experience | <ul style="list-style-type: none"> High-quality video and audio Consistent user experience Privacy: Noise removal and virtual backgrounds | <ul style="list-style-type: none"> High-quality video and audio Digital whiteboarding and content annotations Multi purpose for meetings and as a monitor | <ul style="list-style-type: none"> High-quality video and audio Immersive sharing Privacy: Noise removal and virtual backgrounds | <ul style="list-style-type: none"> High-quality video and audio Consistent user experience Privacy: Noise removal and virtual backgrounds | <ul style="list-style-type: none"> Built-in video processing Consistent user experience Multi purpose for meetings and as a monitor |
| How do you work | <ul style="list-style-type: none"> On the go ● Hybrid ● | <ul style="list-style-type: none"> 100% remote ● Hybrid ● | <ul style="list-style-type: none"> On the go ● 100% remote ● | <ul style="list-style-type: none"> 100% remote ● Hybrid ● | <ul style="list-style-type: none"> 100% remote ● Hybrid ● |
| Devices to consider | <ul style="list-style-type: none"> Headset ● Desk Pro ●● | <ul style="list-style-type: none"> Headset ● Desk ●● Desk Pro ●● | <ul style="list-style-type: none"> Headset ● Desk Camera ●● Desk ●● | <ul style="list-style-type: none"> Headset ● Desk Mini ●● Desk ●● | <ul style="list-style-type: none"> Headset ● Desk ●● |

- Recommended for all workers
- Recommended for on the go workers
- Recommended for 100% remote workers
- Recommended for hybrid workers

Build your solution, your way

Once you've looked at your workplace needs, it's time to select the devices that best meet your requirements and budget. Think strategically, to be sure your solution fits your long-term work strategy.

Cisco offers hybrid work solutions from the Webex platform to support today's modern workforce. From the home office to the boardroom, displays, sensors, AI, and automation deliver technology-driven experiences and keep employees productive, engaged, and safe.



Product grid

Headsets



Cisco Headset 900 Series



Cisco Headset 700 Series



Cisco Headset 500 Series



Cisco Headset 300 Series

Desktop Devices



Cisco Desk Camera



Cisco Desk Mini



Cisco Desk



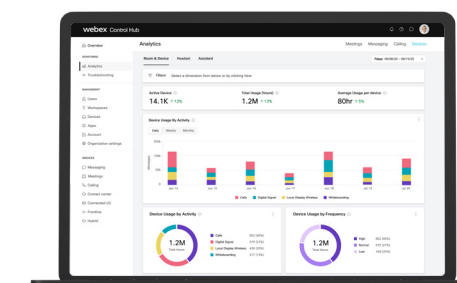
Cisco Desk Pro

App



Webex App

Managed



Control Hub

Cisco Headset 900 Series

Bang & Olufsen and Cisco bring together class-leading audio and business communications with the Bang & Olufsen Cisco 980 headset. This over-ear, wireless headset with Bluetooth® delivers an executive level experience that excels with elegant design, immersive sound, and premium business communications.

- Bluetooth 5.1
- Adaptive active noise cancellation
- Transparency mode
- Up to 24-hour talk time
- Premium 40mm speaker and driver
- Integrated on-ear call controls
- Powerful noise isolation to minimize background noise in calls
- Enterprise grade security
- Cisco management and analytics



Bang & Olufsen
Cisco 980



Cisco Headset 700 Series

Perfect for hybrid workers who want wireless and mobility. This on-ear, wireless headset with Bluetooth® allows you stay focused and productive in any workspace. Enjoy great audio, noise cancellation, and noise suppression features.

- Bluetooth 5.0
- Integrated on-ear call controls
- Powerful noise isolation to minimize background noise in calls
- Enterprise grade security
- Cisco management and analytics
- Voice activated microphone

Headset 720 series

- Flip to mute boom arm
- Easy join with a Webex or Microsoft teams button
- Certified for Microsoft Teams
- Up to 23-hour talk time

Headset 730 model

- Active noise cancellation
- Premium codecs
- 40mm speakers
- Up to 20-hour talk time



Cisco Headset 721

Certified for
Microsoft Teams



reddot winner 2020



Cisco Headset
730 - Platinum

Cisco Headset 722

Certified for
Microsoft Teams

Cisco Headset 500 Series

The Cisco Headset 500 Series offers a full range of lightweight, wired and DECT wireless models integrated with Webex app and devices. Optimal for a desk worker or call center user who requires flexibility connectivity, quick disconnect, or ability to roam from the desk.

- Available in a one or two ear wearing style
- Wired models offer USB A, USB C, RJ, or 3.5mm connection options
- Wireless models provide up to 10-hour talk time and 300+ ft roaming range
- Powerful noise isolation to minimize background noise in calls
- Cisco management and analytics



Cisco Headset 562
(with Multibase)



Cisco Headset
522



Cisco Headset
531



Cisco Headset
561

Cisco Headset 300 Series

Cisco Headset 300 Series are lightweight, professional value wired headsets optimized for Webex app and devices. Flexible for everyday use, the 320 headsets support different connection styles, enable simple plug-and-play, provide clear audio, and enhanced productivity features.

- Ability to connect via RJ9, USB A, or USB C
- Available in a one or two ear wearing style
- In-line controller for easy call controls featuring the new Webex button
- Powerful noise isolation to minimize background noise in calls
- Cisco management and analytics
- Certified for Microsoft Teams



Cisco Headset
322



Cisco Headset
321



Cisco Desk Camera

The Cisco Desk Camera powers incredible meetings anywhere. Run video meetings in full, vibrant color from any lighting condition plus easy setup and the ability to customize your settings with the desktop app. Great for modifying an existing monitor or enhancing video quality on a laptop. The Desk Camera is offered in two models, 1080p and 4K.

- Superior video quality
- Custom controls with the Desk Camera App including image settings and presets
- Built-in privacy shutter
- Multiple mounting options: Monitor, laptop, tripod
- Cisco management and analytics

Desk Camera 4K

- Two color options: Platinum and Carbon Black
- Facial recognition
- Best overview
- Certified for Microsoft Teams



Cisco Desk Camera 4K



Cisco Desk Camera 1080p

Cisco Desk Mini

Make any space an office with this portable, all-in one collaboration device. Meet, work, and co-create on an interactive HD display. With a USB-C connection, it's your primary monitor with touchscreen capabilities, providing a professional experience anywhere. This compact solution delivers:

- 15-inch interactive 1080p display and 64-degree HD camera for rich interaction
- Full-range speaker delivers great sound during and after work
- Background noise removal mic array works great in busy environments



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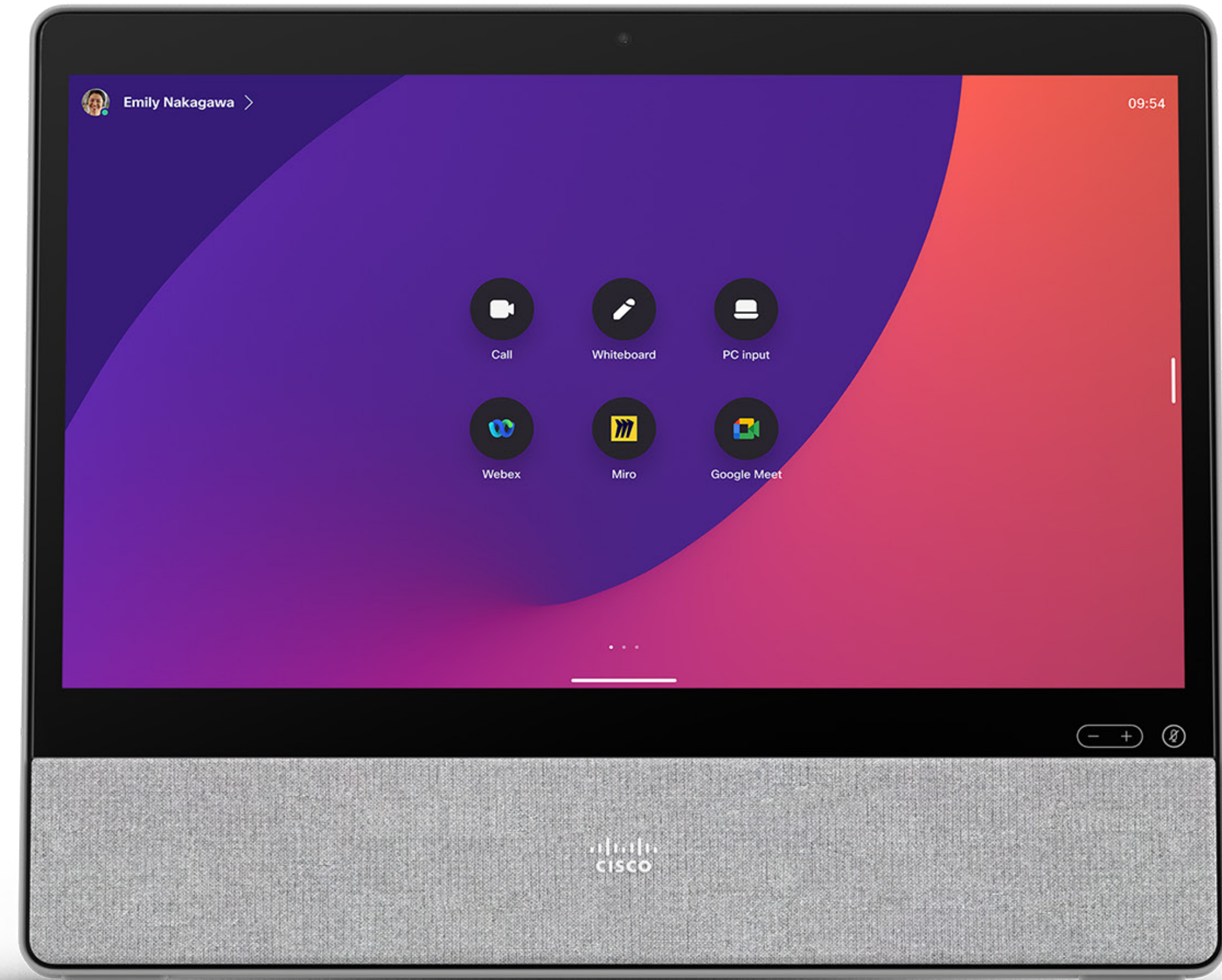
Cisco Desk

Bring remote work to life and bridge the hybrid work gap. Cisco Desk delivers a conference room experience to your home office or any office desk. It lets you feel more connected, regardless of where you're working, with:

- A compact 24-inch 1080p screen that's ideal for your home, office, or any shared space
- Great sound and noise suppression mic array
- Experience flawless video conferencing and co-creation in all-in-one home office collaboration hub



reddot winner 2021



Cisco Desk Pro

The studio quality device for power users and executives, Cisco Desk Pro is the most advanced, AI-powered all-in-one for desk and shared spaces. This premium collaboration and productivity device features:

- A 27-inch 4K display and 71-degree HD camera
- Superior sound system and AI-powered noise detection and suppression microphones
- Co-create with a dedicated stylus that makes whiteboarding simple and clean



Webex App

Cisco devices together with the Webex App create your best remote meeting experience. Take advantage of the all-in-one app to call, meet, message, and get work done. Giving employees the opportunity to work how they like, where they like. Webex provides:

- A fully integrated, carrier-grade cloud phone system to make and receive calls with colleagues or customers
- Meetings support with innovative features to drive more inclusive discussions
- Messaging to keep the conversation going with internal and external teams

The Webex App paired with Cisco devices allows you to:

Build in firmware upgrade and device settings for Cisco headsets and cameras on the Webex App

Manage your devices without downloading extra applications

Customize audio and video settings to get the best join meeting experiences



Control Hub

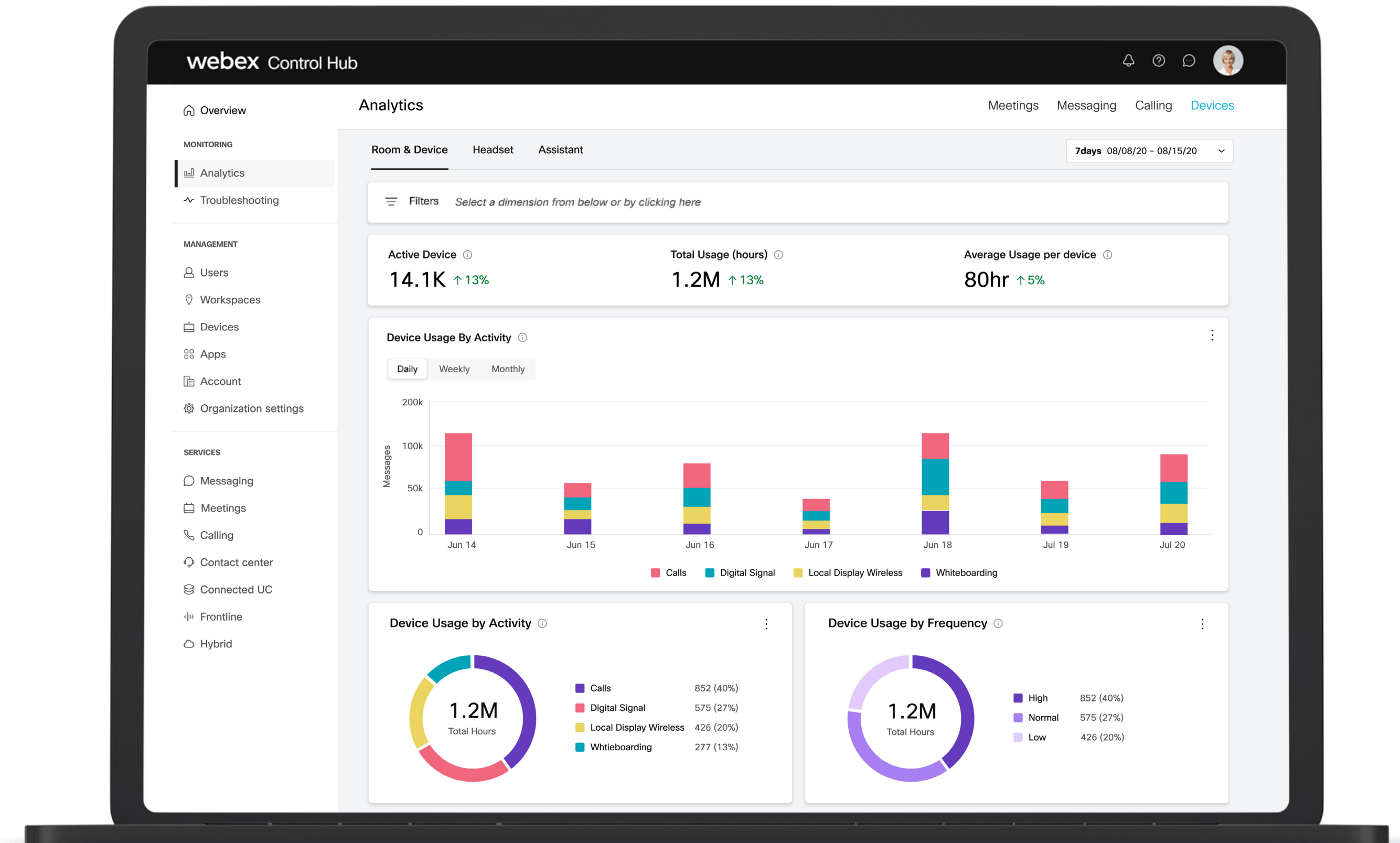
One dashboard to manage and support your users, spaces and integrations. The hybrid workplace means our offices went from one to 1,000 overnight. Control Hub enables you to manage the expanded home offices and distributed devices alongside your conference rooms and hot desks—all from one place.

Get access to features such as:

- Flexible policy definition
- User and device management
- Collaboration security

Within device management you can do device inventory, firmware management, remote configurations, analytics, diagnostics, remote problem reporting, and more.*

*Firmware management, remote configurations, and analytics for Headsets. Not currently available for the Cisco Desk Cameras.



Learn more

There's no question that the hybrid workplace is here to stay. But with the right work from home solution, you can unlock all the benefits of a highly flexible, mobile workstyle, and keep everyone on your team engaged, productive, and satisfied—however, whenever, and wherever they wish to work.

Visit [Webex.com](https://www.webex.com) or [explore Workspaces](#) to build your own workspace.



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