



The bridge to possible

Cisco Video Devices Registration

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Introduction

Purpose of this guide

This Ordering Guide is designed to help Cisco's account teams and qualified Cisco partners quote and order Cisco video devices and registrations to cloud or on-premises.

Using this guide and the supporting material, you will understand:

- Named Device subscription includes
 - Cloud or On-Premises registration¹
 - SWSS (Basic TAC and software (SW) upgrades)
- Video Device ordering SKUs
- The resources available to you
- Prices presented here are for guidance only. Pricing presented in the CCW configuration is final

² For on-prem, a perpetual license is available with UCM where a separate Smart Net contract is required for TAC and upgrades.

Buying model

Cisco Video Devices are sold either as an Upfront Purchase, or as Hardware as a Service (for select models in available geographies, see [HaaS Ordering Guide](#) for more details). In addition, a registration license should be ordered to allow the Video Device to register to either the Cisco Webex platform in the Cloud, or Cisco On-premises infrastructure. Device Registration licenses may be purchased as a subscription. The device registration license entitlement may already be available via Cisco Collaboration Flex Plan. The hardware and the device subscription are separate SKUs. See availability at [cs.co\geos](#).

One Named device subscription is required per device to register the device to the cloud or on-premises.

Exception to above is Webex Room USB and Webex Share, which do not require a named device subscription. Webex Room USB and Webex Share can be registered to an existing Webex Control Hub site without a paid named device subscription.

Deployment Models

Cloud: All Cisco devices with encryption activated, Cisco Webex Room OS, and Collaboration Endpoint software version 8.3.4 and later can be registered to the cloud using a cloud device registration. Call control is in the cloud, with no need for on-premises infrastructure. See availability at [cs.co\geos](#).

On-Premises: All devices can be registered on-premises, except Cisco Webex Share. On-premises registration means registered to Cisco Unified Communications Manager (CUCM), registered to Video Communication Server (VCS) or Expressway, registered to third party H.323 or SIP controllers, standalone/not registered to any call control device, or registered to a partner-provided service such as HCS.

¹ Some device experiences require a separate license such as Multi-site and Remote monitoring.

² Named device subscriptions are included. Subscriptions for devices purchases via “Cisco video device plan – Subscription” are not included and require a separate subscription (see page 4).

Subscription: One monthly fee. Includes device experiences¹, device registration, license portability (cloud or on-premises), and software support and upgrades.

Cisco Video Devices ordering

Step 1:

Enter the A-FLEX-DEVICE ATO in CCW:

A-FLEX-DEVICE	1	Add	Find
SKU / Program ID	Description	Product Family	
A-FLEX-DEVICE	Webex Device Subscription	Cisco Collaboration Subscription	

Step 2:

Select either Cloud or On-Premises and enter the quantity

Webex Device Subscription
A-FLEX-DEVICE ⓘ **NEW**

Guided Help Video Tutorial Pricelist

Subscription USD 0.00

Expand All Collapse All Reset Configuration

Webex Device Subscription 2 Added

Enter the number and type of Webex device subscription needed.

Cloud

On-Premises

How many Cloud Devices are needed? Qty

How many On-Premises DX devices? Qty

How many On-Premises room devices? Qty

Step 3:

Select the version needed (if applicable) when On-Premises is selected

How many On-Premises DX devices?	<input checked="" type="checkbox"/> On-Premises
Which version is needed?	1 Clear
	<input checked="" type="radio"/> v15

Order fulfillment

On-Premises Fulfillment

All On-Premises licensing in the offer is smart license enabled. Licenses will be deposited to the smart account. For more information on Smart Licensing please visit [Software Central](#).

Cloud Fulfillment

Cloud licensing is fulfilled in Webex App via Control Hub. Control Hub provides a simple interface to onboard and activate Webex personal and shared devices. Device onboarding can be done easily using a 16-digit activation code or a QR code generated in Control Hub. Once the devices are onboarded, an administrator has visibility into the details and states of those devices and can update selected configuration settings from Control Hub, such as turn on a settings lock to prevent end users from changing a room system configuration using a touch panel. If there are any issues with a device that need attention (such as an unplugged cable or upgrade requirements), the administrator can see those issues listed in Control Hub on that device's detail panel. For more information on Cloud entitlement please visit the [Control Hub](#) home page on cisco.com.

Support Services, hardware RMA, and warranty

- Basic support is included with Subscription. Basic support consist of 24x7 TAC phone support with automatic software updates and upgrades. Enhanced and Premium service are available at an additional cost under these subscription buying models. [Learn more](#)
- Customers purchasing a device are encouraged to also purchase hardware support, such as Smart Net Total Care on the device they purchase. Hardware Return Merchandise Authorization (RMA) and technical support for hardware related faults are not included with a subscription purchase.
- CCW will automatically add a Smart Net Total Care service contract for next-business-day delivery to a device estimate, deal, or quote. You can select a different service contract offering or remove all services. Hardware RMA and technical support for hardware related faults are not included with a subscription purchase.
- Hardware RMA service for failed parts is not included in either buying model or either deployment model. If RMA is desired, Smart Net Total Care or an alternate service must be purchased.
- The Cisco devices are covered by the Cisco 1-Year Limited Hardware Warranty. Find warranty information on Cisco.com at the [Product Warranties](#) page.

Additional resources

For further assistance, please use the following resources.

Description	Location
Cisco Hardware as a Service	https://www.cisco.com/c/en/us/products/unified-communications/webex-hardware-as-a-service/index.html
Cisco Collaboration Flex Plan on SalesConnect	https://salesconnect.cisco.com/Collaboration/s/cisco-collaboration-flex-plan
Legal Offer Description: Cisco Webex Named Device Subscription	https://www.cisco.com/c/en/us/about/legal/cloud-and-software/cloud-terms.html
Cisco Webex Partner Community	https://www.cisco.com/go/webexpartner
Collaboration Promotions	https://salesconnect.cisco.com/Collaboration/s/collaboration-promotions
Cisco Collaboration Flex Plan - Quick Tips Guide Flex Plan Value Transfer, Smart Accounts/ Virtual Accounts and License delivery and training	Cisco Collaboration Flex Plan on SalesConnect
Collaboration Community and Downloads	Cisco Collaboration Help
Cisco Technical Support	1. Raise a support case on-line 2. Contact Technical support by phone. Number available on-line
Cisco Software Support Ordering Guide	https://www.cisco.com/c/dam/en/us/products/se/2017/5/Collateral/software-supportordering-guide-partner.pdf
Cisco Software Support	https://www.cisco.com/go/swss

Appendix A: Cisco Subscription Skus and additional ordering information

Pricing and quantities are provided for reference only. CCW is the final authority on list pricing.

Cisco Webex Device subscription - named device (A-Flex-Device)

A-FLEX-DEVICE (high level ATO)		
A-FLEX-C-DEVICE	Webex Cloud Device Subscription	\$29.50
A-FLEX-P-DEVICE	Webex On-Premises Device Subscription	\$29.50

Cloud Included SKUs (provisioning)

A-FLEX-DEVREG-ENT	Cloud Device Registration Entitlement	\$0.00
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Support Options NEW

SVS-FLXD-SUPT-BAS	Basic Support for Flex-Device	Included with Subscription
SVS-FLEX-PUPM-ENH	Support-Enhanced (24x7 Tier 2 SME + Adoption Services)	
SVS-FLEX-PUPM-PRE	Support-Premium (Enhanced + Designated Support Manager)	A default minimum of 2,500 users will be applied to Premium Support, unless total user quantity is greater.

Support Options Legacy

SVS-FLXD-SUPT-BAS	Support-Basic (24x7 Tier 1 Support)	Included with Subscription
SVS-FLXD-SUPT-ENH	Support-Enhanced (24x7 Tier 2 SME + Adoption Services)	Min \$7,500 of total service price per year
SVS-FLXD-SUPT-PRE	Support-Premium (Enhanced + Designated Support Manager)	Min \$75,000 of total service price per year

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