ıılıılı
CISCO
The bridge to possible

Cisco Hybrid Work from Home

Contents

Cisco Hybrid Work from Home

The Cisco Hybrid Work Offer is comprised of three models (Office, Software Foundation, Home). The focus of this guide is the Cisco Hybrid Work from Home Offer. The Hybrid Work offer, Cisco Hybrid Work Offer, is an end-to-end cross-architecture offering that brings together Cisco collaboration, security, visibility software, networking, and collaboration devices to deliver clear outcomes and a superior customer experience across the office and home and anywhere in between.

The From Home Offer provides tailored home kits for different employee profiles and extends enterprise-quality wireless, video, and collaboration experience at the office to employees' homes. We provide recommended solutions for all types of home-office workers.

From Home Offer bundles and included devices:

Included hardware by bundle

When you choose Cisco Hybrid Work from Home, we provide you with the following:

Table 1.   Entry bundle hardware

Hardware	Overview	Resource
Meraki Z3C	An enterprise class firewall, wireless access point, VPN gateway and router with cellular backup capabilities.	Meraki Z3C features and benefits
Webex Camera	Premium USB web camera that provides high-quality video and audio for video conferencing, video streaming, and video recording.	Webex Camera features and benefits
Cisco Headset + Dock	Premium headset designed for mobile or office workers that enables productivity in any work environment with superior audio, adaptive noise cancellation, enterprise-grade security, and a sleek microphone design.	Cisco Headset 730 features and benefits

Table 2.   Standard bundle hardware

Hardware	Overview	Resource
Meraki Z3C	An enterprise class firewall, wireless access point, VPN gateway and router with cellular backup capabilities.	Meraki Z3C features and benefits
Webex Desk Mini	A portable, all-in-one collaboration device that enables you to make any space an office.	Webex Desk Mini features and benefits

Hardware	Overview	Resource
Cisco Headset + Dock	Premium headset designed for mobile or office workers that enables productivity in any work environment with superior audio, adaptive noise cancellation, enterprise-grade security, and a sleek microphone design.	Cisco Headset 730 features and benefits

Table 3.   Professional bundle hardware

Hardware	Overview	Resource
Meraki MX68CW	An enterprise class firewall, wireless access point, VPN gateway and router with cellular backup capabilities that is designed for networks needing up to 450 MBPS.	Meraki MX68CW features and benefits
Webex Desk	Designed for personal desk-based collaboration and packed with all the workplace and workflow capabilities.	Webex Desk features and benefits
Cisco Headset + Dock	Premium headset designed for mobile or office workers that enables productivity in any work environment with superior audio, adaptive noise cancellation, enterprise-grade security, and a sleek microphone design.	Cisco Headset 730 features and benefits

Table 4.   Premium bundle hardware

Hardware	Overview	Resource
Meraki MR46	A cloud-managed 4x4:4 802.11ax access point for wireless performance and efficiency.	Meraki MR46 features and benefits
Meraki MX75	An enterprise class firewall, VPN gateway and router that is designed for networks needing up to 1 GBPS.	Meraki MX75 features and benefits
Meraki MG21	Acts as a gateway to cellular networks by converting LTE signal from a cellular provider to an Ethernet handoff to provide backup cellular connectivity.	Meraki MG21 features and benefits
Webex Desk Pro	Designed for personal desk-based collaboration and packed with all the workplace and workflow capabilities.	Webex Desk Pro features and benefits
Cisco Headset + Dock	Premium headset designed for mobile or office workers that enables productivity in any work environment with superior audio, adaptive noise cancellation, enterprise-grade security, and a sleek microphone design.	Cisco Headset features and benefits

Support services, hardware RMA, warranty

Collaboration Support:

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.

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.

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. Learn more about Smart Net Total Care.

The Cisco devices are covered by the Cisco 1-Year Limited Hardware Warranty. Find warranty information on Cisco.com at the Product Warranties page.

Meraki Support:

Warranty Returns (RMA)

To comply with best practices, all RMA requests should only be processed after a technical support case has been opened and proper troubleshooting has taken place.

Products covered by the Cisco Meraki lifetime warranty are eligible for advance replacement. Unless you have purchased Meraki Now, advance replacement orders will ship within 1 business day on a best case effort basis. All Cisco Meraki hardware products come with either a one-year or lifetime warranty, as specified on the relevant Cisco Meraki data sheet.

In the event a customer RMA request is approved, Cisco Meraki will email an RMA number and a return shipping label free of charge. Any replacement unit will ship within five business days of receiving defective units as stock allows. If no defect is found, the RMA request will be rejected and the customer will be notified.

Lifetime warranty with next-day advanced replacement

Cisco Meraki MX appliances include a limited lifetime hardware warranty that provides next-day advance hardware replacement. Cisco Meraki's simplified software and support licensing model also combines software upgrades, centralized systems management, and phone support under a single, easy-to-understand model.

For complete details, please visit meraki.cisco.com/support.

Ordering information

The From Home Offer is ordered as a Major Line Bundle (MLB) and available through CCW. For information on how to order, please see the ordering guide.

Cisco environmental sustainability

Information about Cisco's environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the "Environment Sustainability" section of Cisco's Corporate Social Responsibility (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the "Environment Sustainability" section of the CSR Report) are provided in the following table:

Sustainability topic	Reference
Information on product material content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

Cisco Capital

Flexible payment solutions to help you achieve your objectives.

Cisco Capital makes it easier to get the right technology to achieve your objectives, enable business transformation and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services and complementary third-party equipment in easy, predictable payments. Learn more.

Printed in USA

C78-3220929-00   09/22